 FLORIDA ATLANTIC UNIVERSITY	NEW/CHANGE PROGRAM REQUEST Graduate Programs	UGPC Approval _____ UFS Approval _____ Banner _____ Catalog _____
	Department Information technology and Operations Management College Business	

Program Name Master of Science with Major in Supply Chain Management	<input checked="" type="checkbox"/> New Program* <input type="checkbox"/> Change Program*	Effective Date (TERM & YEAR) Fall 2020
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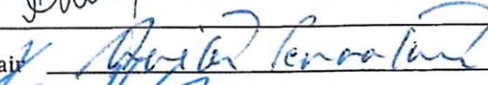
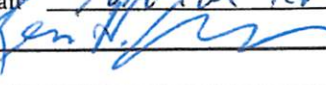
Please explain the requested change(s) and offer rationale below or on an attachment.

ITOM is proposing a new graduate Master of Science in Supply Chain Management (MSSCM) program. The program requires a minimum of 30 credits and does not offer a thesis option. There are no other concentrations, tracks, or specializations. The overall purpose of the degree is designed to educate and train students in Supply Chain and Logistics Management. The areas of emphasis are on shipping, trade and port management, and technology and business analytics, which are important for the local Economy, especially those connected to the global trade community. Admission requirements and catalog entry are attached.

Rationale: Supply Chain is a key element of the trade, retail, manufacturing, and service industries. Global Trade and Shipping are key aspects of the South Florida economy. The globalization and the advancements in digital technologies, with the most recent emphasis on Blockchain, have resulted in an increased focus on supply chain and its risks. Supply chains are expanding geographically and in scope. There is an increasing demand for SCM professionals locally and nationwide. The graduates of the MSSCM program will fill needs in the local, state and national level. Employment opportunities for the graduates include the following job titles Senior Manager of Supply Chain Planning and Procurement, Senior Supply Chain Manager, Assistant Director of Supply Chain Operations, Manager, Supply Chain Risk Intelligence, International Intermodal Logistics Consultant, and Associate Director, Supply Chain Management. Indeed.com listed 135 jobs available for Supply Chain Management in the West Palm Beach area on 5 Feb 2020. According to EAB, "between September 2016 and November 2018, local employer demand for master's-level supply chain management professionals increased 106 percent (i.e., from 278 to 574 job postings).

*All new programs and changes to existing programs must be accompanied by a catalog entry showing the new or proposed changes.

Faculty Contact/Email/Phone Dr. David Menchof, dmenachof@fau.edu, 7-6089	Consult and list departments that may be affected by the change(s) and attach documentation N/A
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Approved by Department Chair  College Curriculum Chair  College Dean  UGPC Chair _____ UGC Chair _____ Graduate College Dean _____ UFS President _____ Provost _____	Date 02/20/2020 3/3/20 3/5/20 _____ _____ _____ _____
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Email this form and attachments to UGPC@fau.edu 10 days before the UGPC meeting.



Division of Academic Affairs
New Degree Program Approval
Routing and Signature Form

Proposed Program Title: MS with Major in Supply Chain Management CIP: 52.0203

Degree Level: Graduate

Department: Information Technology and Operations Management 02/20/2020

Chair/Director's Signature Date

College: Business

Dean's Signature Date

Academic Affairs: Associate Provost for Programs and Assessment's Signature 3/2/20

Associate Provost for Planning and Budget's Signature 3/2/20

Associate Provost for Planning and Budget's Signature Date

Team for Assurance of Student Learning (TASL):

Committee Chair's Signature Date

Undergraduate Studies:

Dean's Signature (For Undergraduate Degree) Date

Graduate College:

Dean's Signature (For Graduate Degree) Date

UFS - GPC or UPC (circle one):

Chair's Signature Date

UFS - Academic Planning and Budget:

Chair's Signature Date

University Faculty Senate:

UFS President's Signature Date

Provost:

Provost's Signature Date

GRADUATE COLLEGE

MAR 05 2020

Master of Science with Major in Supply Chain Management

The Master of Science in Supply Chain Management provides a strong curriculum, delivering the foundations and principles of Supply Chain Management, Operations Management, Procurement, and Sourcing, integrated with concentrated study of Business Analytics, Shipping and Trade in order to provide graduates with the key skills and hands-on experience demanded by employers locally, statewide, nationally, and internationally. Students are required to complete 30 graduate-level credits with a 3.0 GPA or better to graduate. The program does not offer a thesis option.

Admissions

The College of Business seeks a diverse, highly-qualified group of graduate students. Applications are evaluated on several factors emphasizing prior academic performance, GMAT or GRE scores, work experience, and the potential for scholarly and professional success.

- Bachelor's degree in any discipline; no business prerequisites are required
- GPA approximately 3.0 or higher over the last 60 undergraduate credits
- Two or more years of non-industry-specific professional work experience
- GMAT/GRE - A combined score (verbal + quantitative) of at least 295 on the Graduate Record Examination (GRE) or a GMAT score of 500 or higher. GRE scores more than five years old are normally not acceptable
- International students from non-English-speaking countries must be proficient in written and spoken English as evidenced by a score of at least 500 (paper-based test) or 213 (computer-based test) or 79 (Internet-based test) on the Test of English as a Foreign Language (TOEFL) or a score of at least 6.0 on the International English Language Testing System (IELTS); and
- Meet other requirements of the FAU Graduate College

Degree Requirements

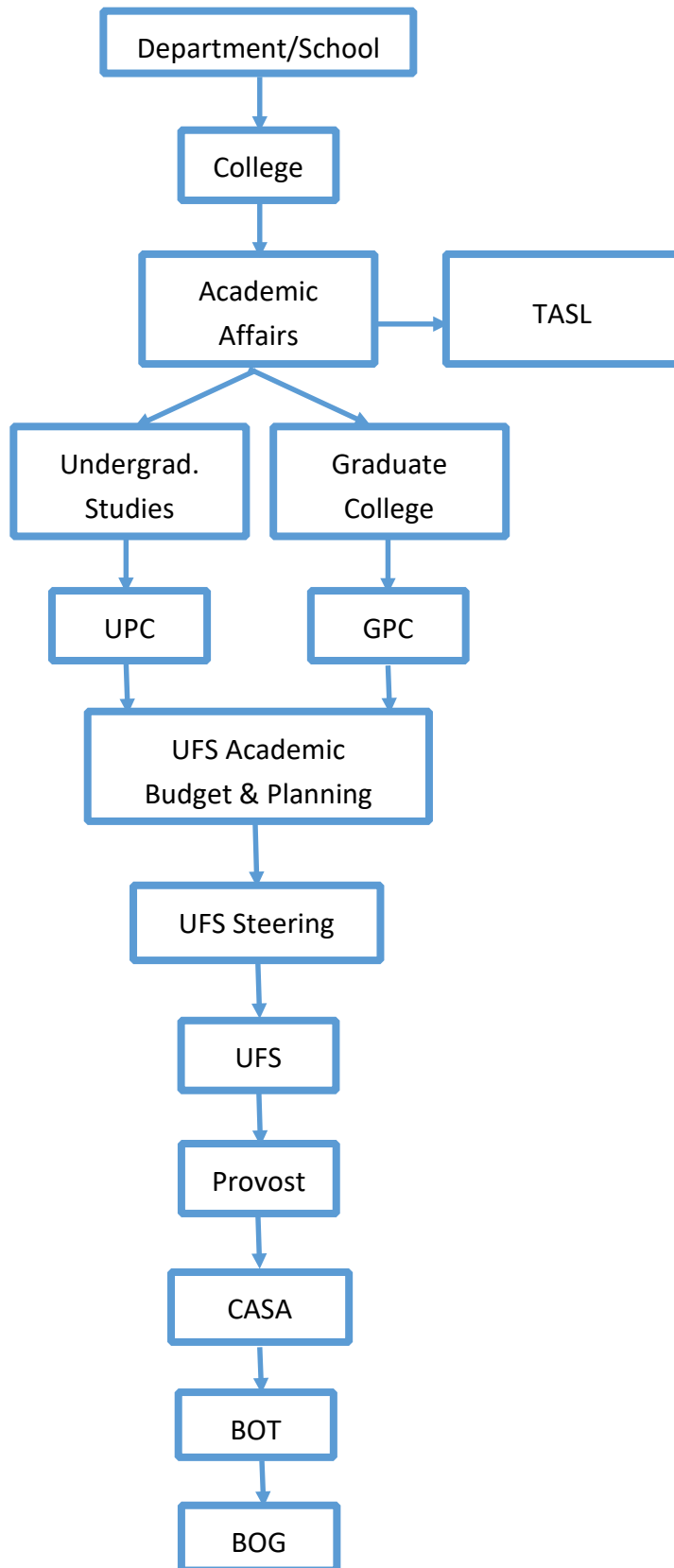
Students are required to complete 30 graduate-level credits, or 10 three-credit courses (5000 level or higher), with a 3.0 GPA or higher to graduate. The program does not offer a thesis option.

Table 1

MSSCM Required Courses (24 credits)		
ITOM Supply Chain and Operations Management Courses (Required course)		
Operations Management	MAN 6501	3
Supply Chain Management	MAN 6596	3
International Shipping, Trade and Port Management	MAN 6675	3
Global IT Sourcing Management	ISM 6509	3
Introduction to Business Analytics and Big Data	ISM 6404	3
Web-Based Business Development	ISM 6508	3
Supply Chain Analytics	ISM 6538	3
Graduate Business Communication Applications	GEB 6215	3

Elective Courses <i>(Select two from this list)</i>		
Advanced Business Analytics	ISM 6405	3
Project Management	MAN 6581	3
Business Process Improvement Management	MAN 6525	3
Graduate Information Technology and Operations Management Internship	ISM 6942	3

Routing Chart



Board of Governors, State University System of Florida

Request to Offer a New Degree Program

(Please do not revise this proposal format without prior approval from Board staff)

Florida Atlantic University	Fall 2020
University Submitting Proposal	Proposed Implementation Term
College of Business	Information Technology and Operations Management
Name of College(s) or School(s)	Name of Department(s)/ Division(s)
Supply Chain Management	Master of Science with Major in Supply Chain Management
Academic Specialty or Field	Complete Name of Degree
52.0203	
Proposed CIP Code	

The submission of this proposal constitutes a commitment by the university that, if the proposal is approved, the necessary financial resources and the criteria for establishing new programs have been met prior to the initiation of the program.

Date Approved by the University Board of Trustees	President	Date
Signature of Chair, Board of Trustees	Date	Vice President for Academic Affairs
		Date

Provide headcount (HC) and full-time equivalent (FTE) student estimates of majors for Years 1 through 5. HC and FTE estimates should be identical to those in Table 1 in Appendix A. Indicate the program costs for the first and the fifth years of implementation as shown in the appropriate columns in Table 2 in Appendix A. Calculate an Educational and General (E&G) cost per FTE for Years 1 and 5 (Total E&G divided by FTE).

Implementation Timeframe	Projected Enrollment (From Table 1)		Projected Program Costs (From Table 2)				
	HC	FTE	E&G Cost per FTE	E&G Funds	Contract & Grants Funds	Auxiliary Funds	Total Cost
Year 1	15	13	\$10,112.00	\$131,453.00	0	0	\$131,453.00
Year 2	20	16					
Year 3	25	21					
Year 4	33	27					
Year 5	40	32	\$5,878.00	\$188,083.00	0	0	\$188,083.00

Note: This outline and the questions pertaining to each section must be reproduced within the body of the proposal to ensure that all sections have been satisfactorily addressed. Tables 1 through 4 are to be included as Appendix A and not reproduced within the body of the proposals because this often causes

errors in the automatic calculations.

INTRODUCTION

I. Program Description and Relationship to System-Level Goals

A. Briefly describe within a few paragraphs the degree program under consideration, including (a) level; (b) emphases, including majors, concentrations, tracks, or specializations; (c) total number of credit hours; and (d) overall purpose, including examples of employment or education opportunities that may be available to program graduates.

1. The proposed program is a Master of Science with Major in Supply Chain Management (MSSCM). The program will be administered by the Department of Information Technology and Operations Management in the College of Business, Florida Atlantic University.
2. The program requires a minimum of 30 credits and does not offer a thesis option. There are no other concentrations, tracks, or specializations.
3. The overall purpose of the degree is designed to educate and train students in Supply Chain and Logistics Management. The areas of emphasis are on shipping, trade and port management, and technology and business analytics, which are important for the local Economy, especially those connected to the global trade community.

Supply Chain is a key element of the trade, retail, manufacturing, and service industries. Global Trade and Shipping are key aspects of the South Florida economy. The globalization and the advancements in digital technologies, with the most recent emphasis on Blockchain, have resulted in an increased focus on supply chain and its risks. Supply chains are expanding geographically and in scope. There is an increasing demand for SCM professionals locally and nationwide. The graduates of the MSSCM program will fill needs in the local, state and national level. Employment opportunities for the graduates include the following job titles Senior Manager of Supply Chain Planning and Procurement, Senior Supply Chain Manager, Assistant Director of Supply Chain Operations, Manager, Supply Chain Risk Intelligence, International Intermodal Logistics Consultant, and Associate Director, Supply Chain Management¹. Indeed.com listed 135 jobs available for Supply Chain Management in the West Palm Beach area on 5 Feb 2020. According to EAB, “between September 2016 and November 2018, local employer demand for master’s-level supply chain management professionals increased 106 percent (i.e., from 278 to 574 job postings). State employer demand for master’s-level supply chain management professionals increased from 888 to 1,853 job postings in the same time period (i.e., a 109 percent increase)”.

B. Please provide the date when the pre-proposal was presented to CAVP (Council of Academic Vice Presidents) Academic Program Coordination review group. Identify any concerns that the CAVP review group raised with the pre-proposed program and provide a brief narrative explaining how each of these concerns has been or is being addressed.

The pre-proposal for the M.S. in Supply Chain Management (CIP=52.0203) was presented to

¹ Active job titles obtained from Indeed.com on 5 Feb 2020 for listings in the West Palm Beach and Fort Lauderdale areas.

the CAVP Curriculum Working Group on April 23, 2019. No concerns were expressed at the meeting. Comments were made to discuss the new M.S. degree offered at UNF and the pre-proposal which is being developed as a full proposal at USF in the section where other similar programs in the SUS are discussed.

- C. If this is a doctoral level program please include the external consultant’s report at the end of the proposal as Appendix D. Please provide a few highlights from the report and describe ways in which the report affected the approval process at the university.**

N/A

- D. Describe how the proposed program is consistent with the current State University System (SUS) Strategic Planning Goals. Identify which specific goals the program will directly support and which goals the program will indirectly support (see link to the SUS Strategic Plan on [the resource page for new program proposal](#)).**

The proposed M.S. in Supply Chain Management will directly support the SUS Strategic Planning Goals. The Strategic Plan 2012 - 2025 emphasizes teaching, research, and public service, with the following priorities: Excellence, Productivity, and Strategic Priorities for a Knowledge Economy.

Excellence

The proposed M.S. in Supply Chain Management is an academic program of the highest quality. World-class faculty and research experts will train the students in top skills needed to be competitive in the field and area of emphasis. The high quality of the program is ensured by (1) a strong curriculum, delivering the foundations and principles of Supply Chain Management, Operations Management, Procurement, and Sourcing, integrated with major subfields such as Artificial Intelligence, Big Data Analytics, and Blockchain; (2) high quality applied industry projects supervised by experts in the field; and (3) software and simulation systems that will expose students to real world situations and problem solving.

Productivity

One of the main priorities of SUS Strategic Planning Goals is to award more degrees in the high demand programs in STEM disciplines. The proposed MS in SCM program aligns well with this priority. FAU will produce graduates which possess the skills and knowledge needed to be competitive in the SCM field. This will be accomplished by developing strong Data Analytics and IT skills, critical for the effective supply chains in trade, retail, government, and healthcare across the nation and the world. Bringing Data analytics and Artificial Intelligence into Supply Chain Management provides an unprecedented opportunity to develop a degree that meets the workforce demands of the future.

The proposed degree program will be delivered both on campus and online, thus facilitating the access for students. It will also allow students to complete their degrees while maintaining full-time employment with classes offered in ways that accommodate the schedules of working professionals. Students will generally be admitted as a cohort and tracked for timely completion of their degrees.

Strategic priorities for a knowledge economy

One of the priorities of the BOG Strategic Plan is to increase the number of degrees in STEM and other areas of strategic emphasis. This proposed program supports FAU’s Race to Excellence platform of Big Data Analytics which is listed as a top priority with a strong

research component. Additionally, this program supports the state and university mission for advanced education in STEM disciplines while serving one of the most diverse student bodies in the SUS system. Supply chain management is included in the Florida SUS list of Programs of Strategic Emphasis (CIP 52.0203 Logistics, Materials, and Supply Management) and is categorized as a STEM program. The proposed degree should add up to 40 new STEM graduate degrees awarded each year at FAU.

Scholarship, Research and Innovation and Community and Business Engagement

Our faculty are world recognized researchers who publish in premier journals and are editors of top journals in the field. They are also engaged in community serving in industry association and the Port Everglades Association. The FAU College of Business will be hosting a Supply Chain Security Symposium in May 2020. The symposium is both a global and local effort to bring industry and academia together to address real security issues in supply chains. For example, ITOM researchers address Florida ports' vulnerability to future sea level rise and a session on how to secure operational continuity in the face of long-term changes will be included in the Symposium.

FAU Strategic Plan for Race to Excellence 2015 - 2025

The MS in Supply Chain Management program aligns with the vision of FAU which includes an excellent graduate education and high-quality programs in areas of strategic emphasis (STEM areas). The programs will support focal areas, known as Pillars and Platforms. Among the pillars, of particular relevance is Healthy Aging, since Supply Chains are critical for effective delivery of healthcare. Among the platforms, the Big Data Analytics is one of the major technologies driving the evolution of Supply Chain and Logistics. The MSSCM program will also support platforms such as Community Engagement and Economic Development, and Global Perspectives and Participations.

College of Business (COB) strategic plan

The College of Business's vision is to aspire to be an internationally known and a nationally ranked business school. Its mission is to sustain an environment of entrepreneurial action and intellectual achievement through research and teaching, creating access to educational programs and opportunities for our constituents emphasizing the diverse people, industries, and issues of the south Florida region and beyond. By committing to action, we are guided by our strategic initiatives to attract and support faculty and students in scholarship and business engagement, while harnessing innovative means to sustain the College's mission.

- E. If the program is to be included in a category within the Programs of Strategic Emphasis as described in the SUS Strategic Plan, please indicate the category and the justification for inclusion.**

The Programs of Strategic Emphasis Categories:

1. Critical Workforce:
 - Education
 - Health
 - Gap Analysis
2. Economic Development:
 - Global Competitiveness
3. Science, Technology, Engineering, and Math (STEM)

Please see the Programs of Strategic Emphasis (PSE) methodology for additional explanations on program inclusion criteria at [the resource page for new program proposal](#).

The most appropriate CIP code for this degree is 52.0203 from the PSE list, for the following reasons:

Critical Workforce - Education:

The broad education received by the students will make them capable and skillful supply chain and logistics managers filling the critical workforce demand that has been identified in local, regional, and national markets.

Economic Development

The proposed M.S. in Supply Chain Management degree is identified as a Program of Strategic Emphasis under the category of STEM - Economic Development. Supply Chain Management and Transportation logistics are of strategic importance to the Florida Economy. Port Everglades generates more than \$29 billion worth of business activity and more than 222,914 jobs statewide, while Port of Miami generates more than \$41.1 billion worth of business and more than 279,386 jobs statewide (2016 – Martin Associates). The nearby Port of Palm Beach is the fourth-busiest container port of Florida’s 15 deep-water ports and is one of the top 20 busiest container ports in the United States, with over \$7 billion worth of cargo moving through the port. The program will support the logistics, supply chain, distribution, manufacturing and international trade industries and firms in Florida, by generating highly trained graduates in these areas of strategic emphasis.

Global Competitiveness:

The Information Technology and Operations Management department offer a Ph.D. program, and participating faculty are active in research and teaching. Faculty are world class leaders in supply chain and operations management, business analytics, data security and computing, data science and transportation engineering. The university supports a combination of academic research and collaboration with for-profit partners, with the goal of developing products which are competitive in global markets. In addition, South Florida in general is a highly populated, highly developed area with small businesses and innovative and technologically advanced companies. The FAU Tech Runway offers initial support for qualified small business owners. FAU has established several core facilities such as a Biostatistics and Study Design core, as well as the Bioinformatics and Data Science core. Through its Center for Cryptology and Information Security, FAU is recognized as National Center of Academic Excellence in Information Assurance/Cyber Defense Research (CAE-R), and FAU is home to the NSF Big Data Training and Research Laboratory and the Freight Mobility Research Institute (FMRI). Thus, research performed at FAU is locally and globally significant.

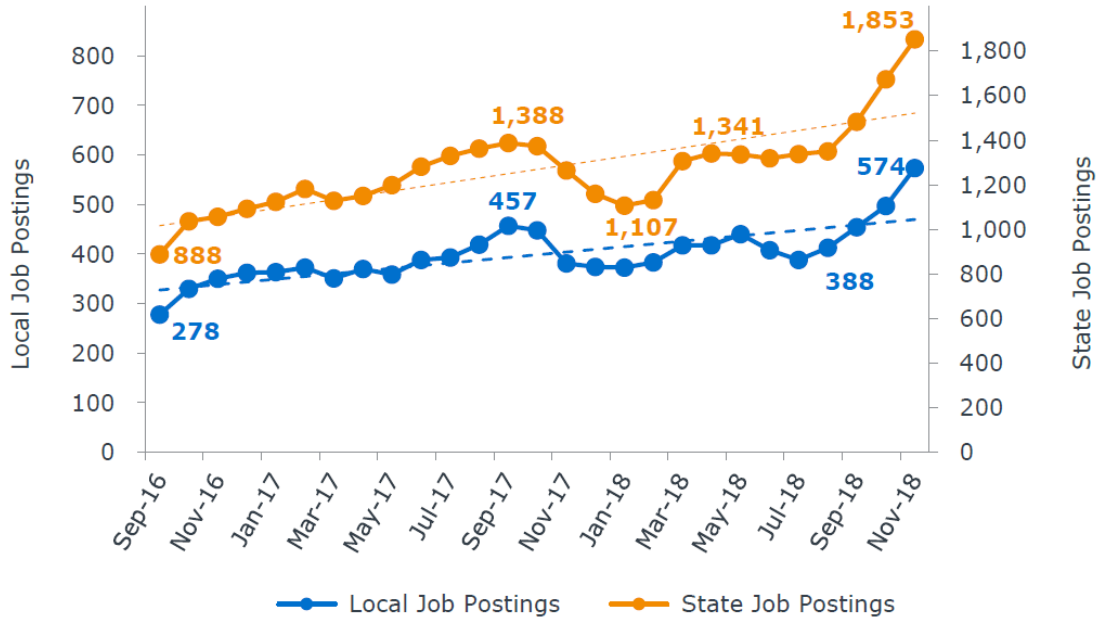
Science, Technology, Engineering, and Math (STEM)

The program will have a strong math and business analytics component, along with additional components from Artificial Intelligence. The program offers coursework, mathematical and technology training at the graduate level that will enable its graduates to enter Florida’s workforce with the capabilities to fill emerging needs. Thus, the program supports the state and university mission for advanced education in STEM disciplines. The proposed MSSCM degree will add up to 40 new STEM graduates annually to FAU’s profile. Finally, with its focus on trade to and from Latin America, the program will attract Underrepresented Minority (URM) students.

The Figure below partially shows historical employer demand for MSAI professionals (EAB Market Research Brief, 2019).

Historical Demand for Master’s-Level Supply Chain Management Professionals

September 2016–November 2018, Local and State Data⁴



Source: EAB Global Inc (2019)

F. Identify any established or planned educational sites at which the program is expected to be offered and indicate whether it will be offered only at sites other than the main campus.

The FAU MSSCM courses will be offered at FAU’s main Boca Raton campus delivering classes in hybrid format or completely online. Therefore, students will be able to complete the program by attending the courses in person or remotely through distance learning.

INSTITUTIONAL AND STATE LEVEL ACCOUNTABILITY

II. Need and Demand

A. Need: Describe national, state, and/or local data that support the need for more people to be prepared in this program at this level. Reference national, state, and/or local plans or reports that support the need for this program and requests for the proposed program which have emanated from a perceived need by agencies or industries in your service area. Cite any specific need for research and service that the program would fulfill.

According to the latest update by the Bureau of Labor Statistics (2019), “Employment of logisticians is projected to grow 5 percent from 2018 to 2028, about as fast as the average for all occupations. Employment growth will be driven, in part, by the need for logistics in the transportation of goods in a global economy.” Fortune magazine notes that “The vast U.S. logistics business, which delivers 48 million tons of freight (worth about \$48 billion) daily and already employs roughly 6 million people.” However, there is a vast shortfall of qualified supply chain talent. George Prest, CEO of Material Handling Industry (MHI) trade group, notes that there are six to eight management jobs available for each applicant. Peerless Media’s website

Supply Chain 24/7 shows more than 20 articles in the last 4 years highlighting a shortage of supply chain talent. A report by Lisa Harrington (2015) for DHL notes that there is a 54% shortfall of talent to fill middle management level supply chain positions. This shortfall is reflected in starting salaries for supply chain management graduates. Logistics Management's 2017 Salary survey shows that logistics managers with only 3-5 years of experience are earning \$97,000, up 11.5% over the previous year, while starting salaries are over 10.5% higher for graduates with supply chain degrees compared to other business majors. Gartner's survey of top graduate supply chain management programs notes that in 2018, the average starting salary for a MSSCM is \$83,066, up from \$79,232. It is encouraging to see that the MSSCM starting salary holds its value despite the 67 percent increase in the number of programs.

The Florida Department of Economic Opportunity projects a 10% increase in occupations that require a Bachelor's or higher degree in the Logistics and Distribution industry cluster by 2023. However, EAB's 2019 market analysis notes that between September 2016 and November 2018, local employer demand for master's-level supply chain management professionals increased 106 percent (i.e., from 278 to 574 job postings). State employer demand for master's-level supply chain management professionals increased from 888 to 1,853 job postings in the same time period (i.e., a 109 percent increase). Local (Miami-Fort Lauderdale-West Palm Beach MSA) and state demand for master's-level supply chain management professionals increased consistently, with average month-to-month growth rates of over three percent. Their market analysis also notes that only 237-degree completions in 2017, leaving a deficit of well over 1000 jobs not being supplied by Florida universities.

EAB's market analysis also notes that data and analytics skills represent five of the top 20 most frequently sought hard skills in local and state job postings which will be reflected in degree course requirements. Locally, the FAU Career Center reports that they continually receive requests for students with Supply Chain and Logistics skills. The MS in SCM would be of immediate interest to employees and management of JM Family Enterprises, who have recently announced a partnership with the FAU College of Business to offer employees full tuition to attend courses.

FAU has research skills in the Transportation and Logistics areas. The Freight Mobility Research Institute (FMRI) is a Tier 1 University Transportation Center funded by the United States Department of Transportation (USDOT). One of their current research projects is focused on Freight Mobility. This is of strategic concern to the port gateways, which facilitate the free flow of trade into and out of the state. The proposed MS program will expand research funding opportunities for faculty members and students who are involved in the program. Faculty will have the opportunity to work together on case studies for the research-intensive courses, while students will have the opportunity to work with local companies and port authorities to address real-world problems while applying techniques and skills learned in the classroom.

B. Demand: Describe data that support the assumption that students will enroll in the proposed program. Include descriptions of surveys or other communications with prospective students.

We conducted a survey among 144 undergraduate and 26 graduate students in the ITOM at FAU. 76% of surveyed students agree that a Master of Science in Supply Chain Management program will be beneficial to society in general and the FAU community in Particular; 67% indicated they know of a friend or a colleague who would be interested in taking this degree; and 56% of the undergraduate students indicated they themselves were

very interested or somewhat interested in taking this degree. Other key indicators of student interested in the proposed program are:

1. Increased employer demand for master’s-level SCM professionals indicates an opportunity for the program development. Data collected by EAB Global indicates that between September 2016 and November 2018, local employer demand for master’s-level supply chain management professionals increased 106 percent (i.e., from 278 to 574 job postings). State employer demand for master’s-level supply chain management professionals increased from 888 to 1,853 job postings in the same time period (i.e., a 109 percent increase). Local and state demand for master’s-level supply chain management professionals increased consistently, with average month-to-month growth rates of over three percent.
2. Reported high earnings in relevant occupations will attract prospective students to the program. As mentioned above, the average starting salary in 2018 for a MSSCM is \$83,066, up from \$79,232.
3. Nationally, less than 10% of students in the field closely related to SCM are black, and similarly, for women and Hispanic population. By encouraging minority and women students to pursue the MS study, FAU will produce more Supply Chain professionals who are minority and women.

C. If substantially similar programs (generally at the four-digit CIP Code or 60 percent similar in core courses), either private or public exist in the state, identify the institution(s) and geographic location(s). Summarize the outcome(s) of communication with such programs with regard to the potential impact on their enrollment and opportunities for possible collaboration (instruction and research). In Appendix C, provide data that support the need for an additional program.

Similarity with Other Programs				
Institution Name	Public/Private	Location	CIP Code	Program Name
Florida A&M University	Public	Tallahassee	52.0203	MS/Supply Chain Management
Florida International University	Public	Miami	52.0203	MS/Logistics & Supply Chain
University of North Florida	Public	Jacksonville	52.0203	MS/Transportation & Supply Chain Management
University of South Florida	Public	Tampa	52.0203	MS/Supply Chain Management
Florida Institute of Technology	Private	Orlando	52.0203	MS/Supply Chain Management

Florida A&M University introduced a full-time, 30-credit hour M.S. in Supply Chain Management in Fall 2018. The delivery format is face-to-face and online; the program takes two years to complete. No enrollment data is available for Fall 2018. FAMU is located in Tallahassee.

The program at Florida International University is a 30-credit hour M.S. in Logistics & Supply Chain Management introduced in Fall 2018. The ten-month program targets working

professionals in the Miami area. The delivery format is face-to-face with classes offered on Saturdays. No enrollment data is available for Fall 2018.

The University of North Florida introduced a full-time 32-credit hour M.S. in Transportation & Supply Chain Management in Fall 2019. This degree is offered in a face-to-face and online format and takes two years to complete. Building on UNF's successful undergraduate program in transportation and logistics, coursework in the M.S. program focuses on transportation and logistics. The primary target market for this program will be working professionals in the Jacksonville area. Initial enrollment in the program is targeted at 25 students.

The University of South Florida – Tampa M.S. in Supply Chain Management (M.S./SCM) is a 32-credit hour graduate program. USF M.S./SCM uses a two-step design. Students who enroll in the M.S./SCM will earn a 15-credit-hour Supply Chain Management graduate certificate upon completion of the initial five-course sequence. The primary target market for this program will be working professionals in the Tampa area. Initial enrollment in the program is targeted at 25 students.

Florida Institute of Technology offers a 30-credit hour M.S. in Supply Chain Management either in-person on their Orlando site, or fully online.

Dr. Menachof spoke with Dr. Dawn Russell from UNF. Dr. Russell is an Associate Professor of Transportation and Logistics at University of North Florida (UNF), and part of the Transportation & Logistics Flagship Program at UNF. Dr. Russell also serves as the Director of MBA, MSM and Graduate Certificate Programs in the Coggin College of Business. Our discussion started with the efforts that they had to go through to launch their own MS in Logistics and SCM. The program was designed to cover the major areas in logistics and supply chain management and meet the needs of their local market area, Jacksonville. The discussion included the fact that they are also located near a major Florida port, and the need to include international aspects to the degree. Dr. Russell was very positive when asked about our efforts to include an in-depth business analytics focus as part of our curriculum design. It was acknowledged that analytics skills are widely sought after in SCM. She also noted that they were unable to market the program until full approval was given by the BoG. That occurred in June 2019. Even at that late date, she said that UNF was able to enroll 18 student in their first cohort that began in August 2019, showing that the demand was there.

Impact on enrollments

There is very little overlap in the target markets of the programs listed above according to discussions with several competing program directors. Geographic markets are independent from all programs except FIU. FIU is located approximately 50 miles from the FAU Boca Raton campus. There may be a slight overlap in parts of Broward County. That said, the FIU program is offered on the weekend, while the FAU program is proposed to be offered as an evening program. According to the US Bureau of Labor Statistics, Trade, Transportation and Utilities employ an estimated 120,000 in the Palm Beach County region, while Broward County employs an estimated 199,000. More specifically, the Port of Palm Beach is responsible for employment of 2400 persons either directly or indirectly, and continued expansion is planned. We project that our MSSCM program will complement the current FIU program both geographically (north of Broward to Palm Beach), and in terms of delivery modes and times.

Potential Collaboration

Supply Chain Management is a specialist field within Operations Management. As such, there is always the ability to collaborate on research that has a statewide impact. USF recently hosted the Florida Supply Chain Summit (Feb 2019) and FAU's Freight Mobility Research Institute was a sponsor of the event which brought industry, academia, and government together to showcase topics of interest within the Florida Supply Chain. We would encourage continued expansion of the summit or similar events which bring these parties together to make the supply chain more efficient.

- D. Use Table 1 in Appendix A (1-A for undergraduate and 1-B for graduate) to categorize projected student headcount (HC) and Full Time Equivalents (FTE) according to primary sources. Generally undergraduate FTE will be calculated as 30 credit hours per year and graduate FTE will be calculated as 24 credit hours per year. Describe the rationale underlying enrollment projections. If students within the institution are expected to change majors to enroll in the proposed program at its inception, describe the shifts from disciplines that will likely occur.**

Enrollment is projected to grow from a conservative total of fifteen students in the first year and grow to 40 by year five. Students enrolled in other programs are expected to change program only during the first 2 years of offering this program. Most of the students expected to enroll in this program are students that graduated with a bachelor's degree in the College of Business at FAU, and students with bachelor's degree in other disciplines at FAU and at other SUS institutions. Since we develop and maintain an extensive network with industries and working professionals, a number of working professionals are expected to enroll in this MS program to advance their professional career. Some other populations of students are public and private local institutions, as well as national and international institutions. This projection is conservative comparing most recently established programs such as the MS SCM at UNF which was able to recruit 18 students for their first cohort, despite receiving final approval in June 2019.

- E. Indicate what steps will be taken to achieve a diverse student body in this program. If the proposed program substantially duplicates a program at FAMU or FIU, provide, (in consultation with the affected university), an analysis of how the program might have an impact upon that university's ability to attract students of races different from that which is predominant on their campus in the subject program. The university's Equal Opportunity Officer shall review this section of the proposal and then sign and date Appendix B to indicate that the analysis required by this subsection has been completed.**

FAU is one of the most ethnically diverse institution in the State of Florida (29th nationwide). Minorities currently make up 44.83% of the FAU enrollment, and FAU is designated by the DOE Office of Postsecondary Education as a minority serving institution. Over the last five years, black and Hispanic enrollments have increased more than that of any other groups; FAU's student body will soon be a "majority minority" mirroring the predicted demographic composition of the USA in the near future. Approximately 33.22% of graduate students at FAU in related programs belong to underrepresented minority groups. Thus there is already a large and diverse pool of students from which this program can recruit. Given the composition of the current ITOM students in the MIS degree, we can confidently predict that Under-represented minorities (URM) will be well represented in the new program. This information was provided by FAU IEA office and approved. Additionally, we will proactively engage in the following initiatives to recruit URM students:

1. Reach out to professional associations that have specific minority outreach initiatives. For example, Association of Supply Chain Management Minority Council; CIO Council's initiatives on URM, etc.

2. Reach out to Diversity officers in the College of Business industry affiliates. College of Business has thriving relationship with industries that send their professionals to the college programs to enhance their education. For example, JM Family, Florida FPL, and many others, continuously send their employees to obtain or enhance their education. We will work directly with Diversity officers of the companies to identify potential employers from the URM that would want to continue their education and we will directly promote to them the new program, by organizing Information sessions, panels, etc.

3. Reach out to companies that specifically work with URM to train and advance their careers in technology. We will establish collaboration with Coding Bootcamps and Organizations That Are Helping To Close The Diversity Gap In Tech, such as "Girl Develop It" (<https://www.girldevelopit.com/>), Code2040 (<http://www.code2040.org/tech-trek>), Code Craft Lab, and others which are focusing their efforts on girls and minority kids

4. We will reach to Broward college and, with the help of their advisors, identify minority students that would be interested to continue their education in the MSSCM. We will provide one on one training and advising to students that have intention but may be short of prerequisites or credits to be able to successfully apply.

III. Budget

- A. Use Table 2 in Appendix A to display projected costs and associated funding sources for Year 1 and Year 5 of program operation. Use Table 3 in Appendix A to show how existing Education & General funds will be shifted to support the new program in Year 1. In narrative form, summarize the contents of both tables, identifying the source of both current and new resources to be devoted to the proposed program. (Data for Year 1 and Year 5 reflect snapshots in time rather than cumulative costs.)**

All of the faculty members participating in the degree program currently hold full time positions at FAU and are sufficient to initiate the program. The courses that will be part of the new degree program are all, with exception of two new courses developed specifically for the program, are all currently taught, existing courses. As we continue to manage enrollments and make the scheduling more efficient by better classroom and lab utilization, as well as by offering the courses when the students are most likely to take them, we do not anticipate needing additional funds for faculty or labs. We will rely on reallocation of resources to accomplish the goal to deliver the program and provide the projected growth. The faculty salary and benefits needed to support this program will come entirely from reallocated base E&G funds. For Year 1, the budget includes \$105,924.44 in funds reallocated from the department to fund faculty salaries and benefits for the current faculty members in the program. The reallocated salaries and benefits extend into the fifth year and include any increases in percent effort for current faculty for a total of \$140,229.40 for Year 5. See Table 4 for a complete listing of faculty involved with the program.

Reallocated base funding is also being used to cover one AMP Budget Coordinator position at 1% effort (\$1,204) to support the overall administrative functions of the program; and one USPS Graduate Programs coordinator position at 3% effort in Year 1 (\$3,325) and 6% effort by Year 5 (\$6,650) based on the anticipated growth in student enrollment. The Department currently pays 5 graduate teaching assistantships for full-time students. Funding for one position would be reallocated in Year 1 to support this program (\$18,000).

By Year 5, we anticipate the number of GTAs to increase to two based on the projected full-time enrollment (\$36,000). Expenses in Table 2 (\$3,000 in year 1; \$4,000 in year 5) include printers, copier, brochures, travel, phones, postage, printing, office supplies, information technology supplies, and specialized software. This proposed program is a priority for the College such that funding will be reallocated to match the university/College priorities.

- B. Please explain whether the university intends to operate the program through continuing education, seek approval for market tuition rate, or establish a differentiated graduate-level tuition. Provide a rationale for doing so and a timeline for seeking Board of Governors' approval, if appropriate. Please include the expected rate of tuition that the university plans to charge for this program and use this amount when calculating cost entries in Table 2.**

N/A

- C. If other programs will be impacted by a reallocation of resources for the proposed program, identify the impacted programs and provide a justification for reallocating resources. Specifically address the potential negative impacts that implementation of the proposed program will have on related undergraduate programs (i.e., shift in faculty effort, reallocation of instructional resources, reduced enrollment rates, greater use of adjunct faculty and teaching assistants). Explain what steps will be taken to mitigate any such impacts. Also, discuss the potential positive impacts that the proposed program might have on related undergraduate programs (i.e., increased undergraduate research opportunities, improved quality of instruction associated with cutting-edge research, improved labs and library resources).**

No programs will be impacted by a reallocation of resources. Undergraduate programs will not be impacted at all. All graduate courses are being taught by graduate faculty at ITOM. A positive impact is that the existing graduate classes with low enrollment will see increase in enrollment due to the new program. Thus, courses that could not be offered regularly due to low enrollments will meet enrollment targets, while courses that were traditionally run with small numbers of students will increase in size. This program is also likely to increase enrollment in the doctoral programs as a few students complete the MSSCM degree and move into doctoral programs. Only 2 new graduate courses have been added as part of this proposal, both core courses. Both courses will attract other graduate students in the college and can be taken as electives in other programs.

- D. Describe other potential impacts on related programs or departments (e.g., increased need for general education or common prerequisite courses, or increased need for required or elective courses outside of the proposed major).**

There are only two new core courses for the proposed program; one on Shipping, Trade and Port Management, and one covering Supply Chain Analytics. Hence the potential impact, if any, is to the minimum in assignment re-allocation. No additional prerequisites are needed for this elective as well.

- E. Describe what steps have been taken to obtain information regarding resources (financial and in-kind) available outside the institution (businesses, industrial organizations, governmental entities, etc.). Describe the external resources that appear to be available to support the proposed program.**

The program has access to research programs and resources that are sponsored by industrial and governmental collaborators. We will explore opportunities for education and research grants and scholarships from industry associations and focus groups in port management, international shipping, cybersecurity, topological data analysis, etc. Local industry (i.e. JM Family, Modernizing Medicine, Port of Miami, Port Everglades, and Port of Palm Beach, Florida FPL, and many others) will provide great opportunities for internships for the students in the MSSCM program.

IV. Projected Benefit of the Program to the University, Local Community, and State

Use information from Tables 1 and 2 in Appendix A, and the supporting narrative for “Need and Demand” to prepare a concise statement that describes the projected benefit to the university, local community, and the state if the program is implemented. The projected benefits can be both quantitative and qualitative in nature, but there needs to be a clear distinction made between the two in the narrative.

The proposed program will have a clear benefit to the state, local, and university community. The Florida Department of Economic Opportunity projects a 10% increase in occupations that require a Bachelor’s or higher degree in the Logistics and Distribution industry cluster by 2023. However, EAB’s 2019 market analysis notes that between September 2016 and November 2018, local employer demand for master’s-level supply chain management professionals increased 106 percent (i.e., from 278 to 574 job postings). State employer demand for master’s-level supply chain management professionals increased from 888 to 1,853 job postings in the same time period (i.e., a 109 percent increase). Local (Miami-Fort Lauderdale-West Palm Beach MSA) and state demand for master’s-level supply chain management professionals increased consistently, with average month-to-month growth rates of over three percent. Their market analysis also notes only 237 degree completions in 2017, leaving a deficit of well over 1000 jobs not being supplied by Florida universities. South Florida economy will also benefit by the emerging talent with skills in international trade and shipping, valuable to the Port Everglades Association.

The FAU Career Center reports that they continually receive requests for students with Supply Chain and Logistics skills. The MS in SCM would be of immediate interest to employees and management of JM Family Enterprises and Florida FPL who have recently announced a partnership with the FAU College of Business to offer employees full tuition to attend courses.

Additionally, as a major Hispanic Serving Institution, the proposed program will provide learning opportunity for large number of underserved populations.

The proposed program will produce up 40 MS SCM graduates annually after five years. These graduates will contribute their talent to generate broader economic impact on the regional and state economic development.

V. Access and Articulation – Bachelor’s Degrees Only

- A. If the total number of credit hours to earn a degree exceeds 120, provide a justification for an exception to the policy of a 120 maximum and submit a separate request to the Board of Governors for an exception along with notification of the program’s approval. (See criteria in Board of Governors Regulation 6C-8.014)**

N/A

- B. List program prerequisites and provide assurance that they are the same as the approved common prerequisites for other such degree programs within the SUS (see link to the Common Prerequisite Manual on [the resource page for new program proposal](#)). The courses in the Common Prerequisite Counseling Manual are intended to be those that are required of both native and transfer students prior to entrance to the major program, not simply lower-level courses that are required prior to graduation. The common prerequisites and substitute courses are mandatory for all institution programs listed, and must be approved by the Articulation Coordinating Committee (ACC). This requirement includes those programs designated as “limited access.”

If the proposed prerequisites are not listed in the Manual, provide a rationale for a request for exception to the policy of common prerequisites. NOTE: Typically, all lower-division courses required for admission into the major will be considered prerequisites. The curriculum can require lower-division courses that are not prerequisites for admission into the major, as long as those courses are built into the curriculum for the upper-level 60 credit hours. If there are already common prerequisites for other degree programs with the same proposed CIP, every effort must be made to utilize the previously approved prerequisites instead of recommending an additional “track” of prerequisites for that CIP. Additional tracks may not be approved by the ACC, thereby holding up the full approval of the degree program. Programs will not be entered into the State University System Inventory until any exceptions to the approved common prerequisites are approved by the ACC.

N/A

- C. If the university intends to seek formal Limited Access status for the proposed program, provide a rationale that includes an analysis of diversity issues with respect to such a designation. Explain how the university will ensure that Florida College System transfer students are not disadvantaged by the Limited Access status. NOTE: The policy and criteria for Limited Access are identified in Board of Governors Regulation 6C-8.013. Submit the Limited Access Program Request form along with this document.

N/A

- D. If the proposed program is an AS-to-BS capstone, ensure that it adheres to the guidelines approved by the Articulation Coordinating Committee for such programs, as set forth in Rule 6A-10.024 (see link to the Statewide Articulation Manual on [the resource page for new program proposal](#)). List the prerequisites, if any, including the specific AS degrees which may transfer into the program.

N/A

INSTITUTIONAL READINESS

VI. Related Institutional Mission and Strength

- A. Describe how the goals of the proposed program relate to the institutional mission statement as contained in the SUS Strategic Plan and the University Strategic Plan (see link to the SUS Strategic Plan on [the resource page for new program proposal](#)).

The mission of the SUS is to “...provide undergraduate, graduate and professional education, research, and public service of the highest quality.” The goals of the proposed MSSCM degree are to provide graduate students with essential skill sets in analyzing real world data and processes in Supply Chain Management and a broad understanding of challenges and opportunities, along with the research and inquiry skills necessary to conduct independent research and answer questions related to supply chain management. The MSSCM degree will provide cross-disciplinary training with a core curriculum in supply chain and operations management with additional coursework in the area of specialization, Business Analytics. Hands-on learning experience courses, as well as seminar work, will prepare students for the workplace with practical experience and strong communication skills. Graduates will be well prepared with rich hands-on data-driven experience and data analytic skills to enter the high demand workforce in the era of supply chain. The new program will thus enhance both graduate education and public service in fields important not only to South Florida but globally, by producing graduates well situated to enter the workforce ready to apply their skills to research, management and administrative questions related to supply chain management. Graduates are expected to enter into private industry, government (i.e. port management), private sector consulting, non-profit organizations, and higher education.

The MSSCM Program will also seek to provide public service through student internships with federal, state and local agencies and organizations. The internships would offer opportunities for FAU students to collect data, participate in research and monitoring efforts, learn new skills, obtain experience, and provide various types of support to local partners on research projects related to supply chain and logistics management. Thus, the MSSCM Program, its faculty and students will become a resource for local communities, government agencies, and local businesses in their efforts to find innovative solutions to problems facing coastal Florida.

B. Describe how the proposed program specifically relates to existing institutional strengths, such as programs of emphasis, other academic programs, and/or institutes and centers.

College of Business has a rich mixture of specializations and certificates in various domains that gives opportunity to the students for multi-disciplinary exposure. For example, MBA students, Accounting graduate students, as well as MSITM student all have opportunities to choose a concentration in Business Analytics, Operations and Supply Chain Management, and others. The new program aligns well with this mixture, as it will utilize already present expertise in the domain with an adequate curriculum structure that will enable top talent to graduate with a degree in Supply Chain Management.

ITOM faculty conduct world class research related to the field of Supply Chain Management. The research interests of all participating faculty range from supply chain management, supply chain security, global trade, transportation and logistics engineering, statistical modeling, machine learning and data mining, business analytics, computing and informatics, cybersecurity and data science for social good. They publish in premier, highest ranked outlets and their research impacts scholarship worldwide. The Center for Cryptology and Information Security, to which ITOM is a founding member, was recognized as a National Center of Academic Excellence in Information Assurance/Cyber Research. The program aligns well with the College of Business mission to establish a Center for Supply Chain Management and International Trade.

C. Provide a narrative of the planning process leading up to submission of this proposal.

Include a chronology in table format of the activities, listing both university personnel directly involved and external individuals who participated in planning. Provide a timetable of events necessary for the implementation of the proposed program.

Planning Process

Date	Participants	Planning Activity
September 2018	Senior Associate Provost, Chair of ITOM,	Initial plan for a new degree program
September 2018	Senior Associate Provost, Chair of ITOM	Follow up the initial plan for a new degree program
October 2018	Chair of ITOM,	Choice of CIP Code discussed
November 2018 to February 2019	EAB contracted by FAU	Market Survey and Analysis by EAB completed
March 2019	Pre-proposal developed by the Chair of ITOM	The pre-proposal was submitted to Senior Vice Provost, then submitted by Senior Vice Provost for CAVP approval
April 23, 2019	Senior Vice Provost announced the approved Pre-proposal to Chair of ITOM	Appointed the MS-SCM program chair
January 2020	Senior Associate Provost, Chair of ITOM,	Discuss the draft of full proposal
February, 2020		Finalize the full proposal
March, 2020	Graduate committees/Deans Senior Associate Provost, CoS Associate Dean of Academic Affairs, Chair of ITOM	Departmental and College-level approvals
March, 2020	University GPC	Approval
April, 2020	UFS Steering	Approval
April 27	UFS	Approval
June	BOT	Approval

Events Leading to Implementation

Date	Implementation Activity
April 23, 2019	Approval of pre-proposal by CAVP
December 2019	The 1st draft of the full proposal submitted to Senior Vice Provost for revision
February 2020	Full proposal final version
March 2020	Submit for department and college approvals
March 2020	University GPC approval
April	UFS Steering approval
April 27	UFS approval
June	BOT approval

VII. Program Quality Indicators - Reviews and Accreditation

Identify program reviews, accreditation visits, or internal reviews for any university degree

programs related to the proposed program, especially any within the same academic unit. List all recommendations and summarize the institution's progress in implementing the recommendations.

The Program will be hosted by the Department of Information Technology and Operations Management (ITOM). ITOM program reviews are conducted based on several processes:

1. BOG-mandated seven year program review.
2. Annual assessment and Academic Learning Compacts, as required by the State of Florida, done via the assessment portal at <http://www.fau.edu/iea/assessment/index.php>.
3. SACS Accreditation
4. AACSB - The Association to Advance Collegiate Schools of Business International accreditation of the College of Business (COB). COB is accredited by a recognition that only the top 5 percent of the world's leading business colleges have earned. FAU is among the top-15 largest AACSB-accredited colleges of business in the United States, with a comprehensive slate of interdisciplinary and professional development programs.

The FAU College of Business has been recognized by numerous media outlets, including U.S. News & World Report, which ranked FAU's online graduate business programs 32nd in the nation in 2017, and Bloomberg Businessweek, which ranked our Professional and Executive MBA 27th among public universities in the nation. Named one of the "Best Business Schools" by The Princeton Review and ranked as the best business school for veterans in Florida by U.S. News & World Report, the College of Business strives to inspire students, faculty and the regional business community to innovate and make fundamental and positive changes to the way business is conducted. The College offers undergraduate programs in Accounting, Economics, Finance, Health Administration, Hospitality and Tourism Management, International Business, Management, Management Information Systems and Marketing. Master's degree programs are available in Accounting, Business Administration, Economics, Health Administration, Information Technology and Management and Taxation. A doctoral program is offered in Business Administration. In addition, the School of Accounting offers an Honors Program. The College of Business's largest and most diverse constituency resides in its upper-division baccalaureate and professional programs. Additionally, the College of Business provides lifelong learning experiences through professional weekend programs and centers that focus on services marketing, technology, entrepreneurship and international business. The College's research and services advance business knowledge by synthesizing ideas in creative ways, thus contributing to South Florida's economic vitality and making the community a better place to live and work.

AACSB specific recommendations include needs to address faculty needs in concert with the college and department future enrollment growth. ITOM is currently hiring 4 faculty members to meet the growth of our programs.

The Department of Information Technology and Operations Management (ITOM)

The ITOM's strategic goal is to develop competence in information systems, operations management (including supply chain management) and related decision-sciences disciplines for traditional and nontraditional students across the College of Business; to produce skilled individuals proficient in information technology and operations management who are able to contribute effectively to their organizations and communities in an ever-evolving technological environment; to engage in an active partnership with the business community; and to continually innovate and increase the quality of its educational and research activities in a manner that increases education effectiveness and global reach. ITOM offers in conjunction with College of Engineering the Master of Science in Information Technology Management (MSITM). The MSITM program is fully accredited with AACSB. Accreditation visits are every 5 years, the last visit being in January 2018. ITOM conducted internal review and submitted assessment. We intend on

recommending the MSSCM for AACSB accreditation. AACSB typically requires a minimum of 50% of the program content to be business related and taught by business faculty.

ITOM's seven-year review, recommendations and action plan follow up are found in Appendix F. The goals, based on the recommendations are: 1) To distinguish the brand of the department and college in Business Analytics, 2) To strengthen the area of Operations and Supply Chain Management, and in particular to create a Master program in Supply Chain Management. The proposed degree will fulfil this part of the goals of the seven-year BOG's program review.

VIII. Curriculum

A. Describe the specific expected student learning outcomes associated with the proposed program. If a bachelor's degree program, include a web link to the Academic Learning Compact or include the document itself as an appendix.

On successful completion of this program of study, MS Supply Chain Management graduates will be able to:

- demonstrate a broad knowledge, critical thinking, and a systematic understanding of the key concepts and principles of logistics and supply chain management
- critically manage the challenges of interconnected relationships among the different supply chain partners and supply networks across industries
- systematically analyze, examine and originally solve real-life logistics and supply chain management problems, underpinned by the theoretical foundations at the forefront of the discipline
- communicate effectively findings, solutions to problems and recommendations to a variety of interested parties across a company's departments and to either an academic or cross-cultural audience
- work independently and in diverse groups on a variety of tasks related to research and problem solving, showing appropriate leadership styles for different situations in negotiating or influencing others, but recognizing and utilizing individuals' contributions in group processes

Assessment Methods

- Course assignments will be graded by the instructors based on the target course objectives to reflect the knowledge grasp level.
- Student presentations will be graded using a rubric that evaluates communication, critical thinking, and synthesis skills (to be established).
- A system for collection and tracking post-graduation placement data (career path after leaving FAU) through email surveys will be developed by faculty and staff.

B. Describe the admission standards and graduation requirements for the program.

The College of Business seeks a diverse, highly-qualified group of graduate students. Applications are evaluated on several factors emphasizing prior academic performance, GMAT or GRE scores, work experience, and the potential for scholarly and professional success. The MSSCM program will follow the College of Business admission criteria for which are as follows:

- Bachelor's degree in any discipline; no business prerequisites are required
- GPA approximately 3.0 or higher over the last 60 undergraduate credits

- Two or more years of non-industry-specific professional work experience
- GMAT/GRE - A combined score (verbal + quantitative) of at least 295 on the Graduate Record Examination (GRE) or a GMAT score of 500 or higher. GRE scores more than five years old are normally not acceptable
- International students from non-English-speaking countries must be proficient in written and spoken English as evidenced by a score of at least 500 (paper-based test) or 213 (computer-based test) or 79 (Internet-based test) on the Test of English as a Foreign Language (TOEFL) or a score of at least 6.0 on the International English Language Testing System (IELTS); and
- Meet other requirements of the FAU Graduate College

Students are required to complete 30 graduate-level credits, or 10 three-credit courses (5000 level or higher), with a 3.0 GPA or better to graduate. The program does not offer a thesis option.

C. Describe the curricular framework for the proposed program, including number of credit hours and composition of required core courses, restricted electives, unrestricted electives, thesis requirements, and dissertation requirements. Identify the total numbers of semester credit hours for the degree.

Students are required to complete 30 graduate-level credits, or 10 three-credit courses (5000 level or higher), with a 3.0 GPA or better to graduate. Courses will generally be offered in a hybrid format with face-to-face sessions complimented by online activities supported by Canvas. Some classes will be offered fully online to allow students to continue working full-time while completing the MSSCM at FAU. The two new courses below will go through the approval process simultaneously with this proposal.

Curricular Framework

All courses are 3 credits

8 Required courses (24 credits):

- MAN 6501 – Operations Management
- MAN 6596 – Supply Chain Management
- MAN 6675 – International Shipping, Trade and Port Management (New proposal)
- ISM 6509 – Strategic IT Sourcing Management
- GEB 6215 – Communication Strategies for Business Professionals
- ISM 6404 – Introduction to Business Analytics and Big Data
- ISM 6508 – Web-based Business Development
- ISM 6538 – Supply Chain Analytics (New proposal)

2 Elective courses (6 credits):

Students choose 2 courses from the following:

- ISM 6405 – Advanced Business Analytics
- MAN 6581 – Project Management
- MAN 6525 – Business Process Improvement Management
- ISM 6942 – Graduate Information Technology and Operations Management Internship

D. Provide a sequenced course of study for all majors, concentrations, or areas of emphasis within the proposed program.

Term	Course
Fall	GEB 6215 – Communication Strategies for Business Professionals

Fall	MAN 6501 - Operations Management
Fall	ISM 6404 – Introduction to Business Analytics and Big Data
Spring	MAN 6596 – Supply Chain Management
Spring	ISM 6508 – Web-based Business Development
Spring	Elective 1
Summer	ISM 6509 – Global IT Sourcing Management
Summer	MAN 6675 – International Shipping, Trade and Port Management
Fall	ISM 6538 – Supply Chain Analytics
Fall	Elective 2

E. Provide a one- or two-sentence description of each required or elective course.

Communication Strategies for Business Professionals (GEB 6215) 3 credits

Prerequisites: Admission to College of Business Master's Degree Programs

Course links writing and speaking strategies to (1) critical thinking for problem analysis/solution and persuasive proposals and (2) research for decision making. Students submit papers and presentations from core courses. Grading: S/U

Introduction to Business Analytics and Big Data (ISM 6404) 3 credits

This course provides an understanding of the business intelligence and business analytics processes and techniques used in transforming data to knowledge and value in organizations. Students also develop skills in analysing data using generally available tools, e.g., Excel.

Advanced Business Analytics (ISM 6405) 3 credits

Prerequisite: Graduate students only

An in-depth examination of business analytics methods of visualization, data mining, text mining and web mining, using various analytical tools. In a laboratory setting, investigates applications for smaller firms.

Web-Based Business Development (ISM 6508) 3 credits

Prerequisite: Graduate standing

Develops skills for launching and managing web-based businesses. Students complete a business plan for starting an online business of their choice. Additional topics include evaluating current web-based business opportunities, online entrepreneurship, web-based venture financing and e-business operations.

Supply Chain Analytics (ISM 6538 – New) 3 credits

Pre- or Co-requisite: ISM 6404 or equivalent

Develop skills in modeling and optimization techniques for the analysis of strategic, tactical and operational supply chain problems. Problems range from inventory management, distribution planning, facility location to risk management and global sourcing.

Graduate Information Technology and Operations Management Internship (ISM 6942) 3 credits

Students gain valuable practical experience under the guidance of a supervisor in the work

setting as well as a professor in the academic setting. Provides insights into the operations of businesses and organizations and allows students to hone their information technology and operations management skills in a real-world setting.

Operations Management (MAN 6501) 3 credits

Prerequisites: Admission to an FAU graduate program, and QMB 6603 or QMB 3600 or equivalent

An introduction to major managerial problems and decision processes of operations management. Includes design of operations; planning, scheduling, quality management, systems analysis and evaluation, resource allocation, and inventory management. Integration of operations management with other functional areas. Lecture and cases.

Strategic Information Technology Sourcing Management (ISM 6509) 3 credits

Course is designed to assist students in developing the knowledge and skills needed to work with IT service providers and processes. IT focuses on the concepts and methods associated with designing, planning, and contracting for IT infrastructure and applications.

Business Process Improvement Management (MAN 6525) 3 credits

Prerequisites: Admission to an FAU graduate program and MAN 3506 or MAN 6501 or equivalent

This course enables students to provide leadership in shaping a culture for business process improvement initiatives within an organization and determine the effectiveness of improvement initiatives such as Six Sigma Quality, Process Capability, Process Control, Business Process Re-engineering and Service Quality.

Project Management (MAN 6581) 3 credits

Prerequisite: Admission to an FAU graduate program and MAN 3506 or MAN 6501 or equivalent

This course provides a strong foundation in the planning and control of projects. In addition, specific operational issues related to projects in areas such as process re-engineering, new product development, enterprise resource planning, and software development are addressed. Examples of other topics included are project risk management, critical chain project management, contingency planning, and the balanced scoreboard.

Supply Chain Management (MAN 6596) 3 credits

Prerequisites: Admission to an FAU graduate program, and MAN 3506 or MAN 6501 or equivalent

Course provides an understanding of key issues, mechanics, and developments in sourcing and supply chain management. The supply chain is the connected network of all of the value activities that plan, control, and supply interim and finished product services to customers.

International Shipping, Trade and Port Management (MAN 6675– New) 3 credits

The management of shipping operations will be covered for daily operations, for both liner and bulk trades. Business strategy and development in Shipping, considering Shipping cycles and implications for Chartering and Brokering in the bulk trades. Operations for Liner shipping and containerization will be included in discussions. The role of ports and container terminals in global supply chains will be addressed.

- F. For degree programs in the science and technology disciplines, discuss how industry-driven competencies were identified and incorporated into the curriculum and indicate whether any industry advisory council exists to provide input for curriculum development and student assessment.**

The ITOM department has close ties to end users in both industrial and governmental sectors. Dr. David Menachof serves as member of Port Everglades Association and Appendix G provides support letter. Dr. Ravi Behara and Dr. Karen Dye serve in the Florida Council of Supply Chain Management. ITOM has Advisory Board of 32 industry leaders whose goals are to connect faculty and students to the industry, to inform us about the most recent developments in technology and needed skills, and to advise the department of curriculum development. We tapped on all of the above to actively seek their input on what skills need to be developed in the graduates, and what courses we should offer.

- G. For all programs, list the specialized accreditation agencies and learned societies that would be concerned with the proposed program. Will the university seek accreditation for the program if it is available? If not, why? Provide a brief timeline for seeking accreditation, if appropriate.**

The FAU College of Business is proud to be an accredited member of AACSB International - The Association to Advance Collegiate Schools of Business, the hallmark of excellence in management education. Less than 5 percent of the world's business schools are accredited by the AACSB. In 2018, the College was one of 52 business schools to have its accreditation extended. In their recommendations to extend accreditation, the AACSB's Peer Review Team cited as particular strengths the College of Business' innovative market-based program offerings for graduate students, of which this program will become part of the portfolio. The proposed MSSCM program will be reviewed in the next reaccreditation cycle.

- H. For doctoral programs, list the accreditation agencies and learned societies that would be concerned with corresponding bachelor's or master's programs associated with the proposed program. Are the programs accredited? If not, why?**

N/A

- I. Briefly describe the anticipated delivery system for the proposed program (e.g., traditional delivery on main campus; traditional delivery at branch campuses or centers; or nontraditional delivery such as distance or distributed learning, self-paced instruction, or external degree programs). If the proposed delivery system will require specialized services or greater than normal financial support, include projected costs in Table 2 in Appendix A. Provide a narrative describing the feasibility of delivering the proposed program through collaboration with other universities, both public and private. Cite specific queries made of other institutions with respect to shared courses, distance/distributed learning technologies, and joint-use facilities for research or internships.**

The MSSCM courses will be delivered in either hybrid format that combines face-to-face with online instruction or fully online. Courses will be developed with the support of the FAU Center for eLearning (CeL) with the objective of earning the Quality Matters seal. QM is a highly regarded program that encourages and recognizes quality online course design. Courses are externally peer-reviewed based on the QM rubric.

No special facilities or financial support are required for the degree.

IX. Faculty Participation

- A. Use Table 4 in Appendix A to identify existing and anticipated full-time (not visiting or adjunct) faculty who will participate in the proposed program through Year 5. Include (a) faculty code associated with the source of funding for the position; (b) name; (c) highest degree held; (d) academic discipline or specialization; (e) contract status (tenure, tenure-earning, or multi-year annual [MYA]); (f) contract length in months; and (g) percent of annual effort that will be directed toward the proposed program (instruction, advising, supervising internships and practica, and supervising thesis or dissertation hours).**

Table 4 in Appendix A lists all full-time faculty associated with the program in Year 1 through Year 5 of the program. The following scale is used for estimation in Table 4:

We distinguish between “core courses” which are courses that would have a section with most of its enrollment from this new degree program (such as MAN 6675 – International Shipping, Trade and Port Management (New proposal)) and then “existing courses” for sections with a few seats taken by students in the new program. A “core course” section is 12.5% faculty effort and an “existing course” is 6.25%. Additionally there is 10% effort for one administrator/advisor. The effort numbers are then transferred to Sheet 4, Appendix A columns H and L.

- B. Use Table 2 in Appendix A to display the costs and associated funding resources for existing and anticipated full-time faculty (as identified in Table 4 in Appendix A). Costs for visiting and adjunct faculty should be included in the category of Other Personnel Services (OPS). Provide a narrative summarizing projected costs and funding sources.**

The estimated equivalent costs associated with the full time faculty in Table 2 in Appendix A is projected to be \$105,924.43. This cost will be from the re-allocation of funding. There are no new hires needed in the first 5 years of the program. Detailed costs associated with the program are given in Table 2 which is projected from Table 4 in Appendix A. The proposed budget includes 1 graduate teaching assistant per year in years 1,2, and 3, and 2 graduate assistants per year for years 3 and 4, at the rate \$18,000 by the Graduate College. The graduate teaching assistants positions are reallocated within the ITOM department. Additional details are presented in Table 2 in Appendix A.

- C. Provide in the appendices the abbreviated curriculum vitae (CV) for each existing faculty member (do not include information for visiting or adjunct faculty).**

See the appendices for all abbreviated CVs in Appendix H. Brief research interests of the faculty are given below.

Dr. Bharti Sharma is a full time Instructor in the Department of Information Technology and Operations Management (ITOM), College of Business, Florida Atlantic University, Boca Raton, Florida. She received her PhD in Electrical Engineering from Department of Computer and Electrical Engineering and Computer Science, College of Engineering, Florida Atlantic University, Boca Raton, Florida. She currently teaches business analytics courses such as Social Media Web Analytics, Data Mining, Database Management and others to graduate level students. She also has almost 2 years of postdoctoral experience in the

Biomedical Engineering department of the University of Miami. In the corporate sector she has 12 years of experience working for Florida Power & Light company as a programmer, business analyst and segregation of duties analyst. She has published in journals related to the field of engineering and analytics. Her current research interests are in business analytics - descriptive and predictive analytics.

Dr. Mary M. Schindlbeck is a Senior Instructor in the Information Technology and Operations Management Department in Florida Atlantic University's College of Business. In her 30 years at FAU, she has taught a variety of undergraduate and graduate level courses including Quantitative Methods in Administration, Data Mining & Predictive Analytics, Management of Information Systems and Information Systems Fundamentals. Her research interests include quantitative literacy, instructional design, cognitive load theory with an aim toward advancing the design of learning environments, and evaluation strategies and assessment. Dr. Schindlbeck has presented at several Teaching with Technology Showcases and was a recipient of an Excellence in Undergraduate Teaching Award from the College of Business.

Dr. Sunil Babbar is a professor of Operations Management in the Information Technology and Operations Management Department of the College of Business at Florida Atlantic University. He received his Ph.D. in Operations Management from Kent State University in Ohio. His primary research interests are in the areas of quality management, service quality, and business ethics. He has twice received the Researcher of the Year award of the College of Business at Florida Atlantic University. He has also received numerous awards for excellence in teaching including the Stewart Distinguished Professorship award of FAU's College of Business in 2007 and the Teaching Excellence Award in 2012 and 2016. He has published some 35 articles in refereed journals with many of his articles appearing in leading journals such as *Journal of Operations Management*, *International Journal of Operations & Production Management*, *Academy of Management Executive*, *OMEGA*, *International Journal of Production Economics*, and *Long Range Planning*. His research has received recognition from the American Federation of Labor and Congress of Industrial Organizations (AFL-CIO) for its public policy implications. He serves on the editorial boards of a number of journals and is the recipient of the Best Reviewer Award of the *Decision Sciences Journal of Innovative Education* for 2010, 2011, and 2015.

Dr. Stuart Diaz Galup is a business and information technology professor in the College of Business at Florida Atlantic University. Dr. Galup specializes in the management of information technology organizations and has published 2 books, 9 book chapters, edited 1 book of research articles on Information Technology Service Management, published 32 peer reviewed journal articles, and 23 academic conference proceedings. He was awarded a U.S. Patent for electronic processing of guardianships and has provided training and consulting for federal, state, and local government agencies and Fortune 1000 companies. Prior to joining FAU, he held senior information technology positions at Palm Beach County government, Broward Sheriff's Office and Miami Dade Police Department.

Dr. Jahyun Goo is an associate professor in the Department of Information Technology and Operations Management in the College of Business at Florida Atlantic University, where he teaches, researches, and consults on technology management subjects. He has received numerous awards and recognitions for excellence in teaching including the Stewart Distinguished Professorship, the Master Teacher, and the Dean's Teaching Fellow of FAU's College of Business. Besides significant pedagogical contributions to undergraduate, MBA, and Ph.D. teaching, he has also renowned for an excellent researcher. He has won the

researcher of the year award in 2009, 2011, and 2017 at the Florida Atlantic University. His papers have been published in MIS Quarterly, Decision Sciences, Information & Management, Decision Support Systems, Information Systems Journal, and Information Systems Frontier, among others. Several pieces of his work were recognized as best or outstanding paper awards at prestigious journals and conferences. He has served for major journals as either an associate editor or a coordinating editor. Most recently, his research focuses on areas of IS sourcing, healthcare IT and analytics, information assurance, and IT and tourism. He received Ph.D. in MIS from the State University of New York at Buffalo.

Dr. Milad Baghersad is an assistant professor in the Department of Information Technology and Operations Management in the College of Business at Florida Atlantic University. He received his PhD in Business Information Technology from the Pamplin College of Business at Virginia Tech. Prior to joining FAU, he was a visiting faculty member at Cleveland State University. His primary research interests include supply chain disruptions and disaster operations management. Milad has published papers in peer-reviewed journals including the *Decision Sciences Journal*, *International Journal of Production Economics*, *Transportation Research Part E*, and the *Socio-Economic Planning Sciences*. He teaches Data Mining and Predictive Analytics to undergraduate students and Advance Business Analytics to graduate students.

Dr. Jim C. Han is a professor in the Department of Information Technology and Operations Management in the College of Business at Florida Atlantic. Dr. Han studies logistics systems and decision support systems, with most of his recent research focused on global supply chain management. Several other research interests encompass management information systems, artificial intelligence, and discrete systems modeling. He teaches courses on operations management, probability and statistics, artificial intelligence, systems modeling, object-oriented design and programming, computer systems evaluation, and quantitative methods for business. He has generated more than one million dollars in sponsored research at FAU. He has successfully led projects sponsored by the National Science Foundation, Ford Motor Company, IBM, Motorola, General Motor, Florida Power and Light Company, Dole Fresh Fruit Company, National Forge Company, among others. Dr. Han was responsible for developing the curriculum for the Manufacturing Systems Engineering Master of Science program. He has created and taught more than eight graduate courses and 14 undergraduate courses at FAU. Dr. Han has been the advisor for many graduate students at FAU, having mentored more than thirty Ph.D. and M.S. candidates towards their dissertations and theses. He was also the primary coordinator in developing an Engineering Management program for the College of Engineering. Dr. Han has published over sixty research articles, appearing in some of the most prestigious journals in Systems Engineering related fields. These include the *Annals of CIRP*, *Journal of Manufacturing Systems*, *International Journal of Production Research*, *Transactions of the NAMRI*, *Journal of Manufacturing Technology Management*, among others. Dr. Han received his Ph.D. in Industrial Engineering from Penn State.

Dr. Karen Chinander Dye is a Senior Instructor in the Information Technology and Operations Management Department at FAU. She received her PhD from the University of Pennsylvania's Wharton School. Her teaching and research interests include operations and supply chain management, behavioral decision making, risk analysis, environmental management, and the circular economy. She is the recipient of a number of teaching awards, including two FAU *Excellence in Undergraduate Teaching Awards*. She currently serves as an Associate Editor for the *Journal of Operations Management*, one of the top journals in the field, and recently was the Division Chair for the Operations and Supply Chain Management

Division of the *Academy of Management*. Some of her scholarly articles have appeared in *Organization Science*, *Production and Operations Management*, *Organizational Behavior and Human Decision Processes*, and *Risk Analysis*. She is a member of the *Academy of Management*, the *Production and Operations Management Society*, and the *Institute for Supply Management*.

Dr. Derrick Huang is currently an associate professor in the Department of Information Technology and Operations Management of College of Business at Florida Atlantic University, where he teaches, researches, and consults on technology management subjects. Prior to joining FAU in 2002, he held executive-level positions in the area of marketing and strategic planning at high-tech and telecommunications companies for ten years. Dr. Huang's research activities center on the business value and risk management of technology in organizations and, in particular, the link between the investment in information technology and the execution of business strategy. Most recently, his research focuses on the economics and management of information security investments and the strategic impact of information technology in healthcare. His work is published in leading technology management journals as well as by Harvard's Program on Information Resources Policy. At FAU, he teaches information technology management, web-based business development, and strategic consulting courses in the MBA programs, as well as the undergraduate business core MIS course. Dr. Huang received Ph.D. from Harvard University.

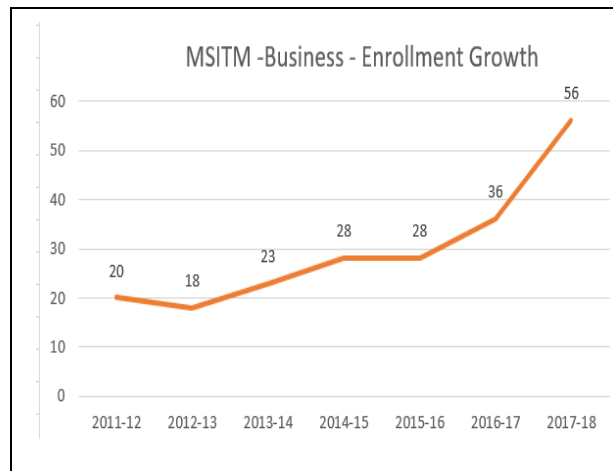
Dr. David Menachof is Associate Professor of Supply Chain and Operations Management at Florida Atlantic University. Previously, he was the Peter Thompson Chair in Port Logistics, based at the Logistics Institute at Hull University Business School. Prof. Menachof received his doctorate from the University of Tennessee, and was the recipient of the Council of Logistics Management's Doctoral Dissertation Award in 1993. Prof. Menachof is a Fulbright Scholar, having spent a year in Odessa, Ukraine, and was on the designated list of Fulbright Scholars for Global Logistics. Prof. Menachof's work has been published and presented in journals and conferences around the world. A practiced and well received speaker, David has spoken at many important events such as the APEC STAR IV conference in Lima, Peru, where he delivered the keynote address. His research interests include supply chain security, sustainable supply chains, liner shipping, and financial techniques related to logistics and supply chain management.

Dr. Joseph Compomizzi is an instructor of Business Communications in the College of Business at Florida Atlantic University. He earned a doctorate degree in Information Systems and Communications from Robert Morris University. Dr. Compomizzi also holds a master of science degree in Education from Duquesne University and a bachelor of science degree in Business Administration from Indiana University of Pennsylvania. He has taught an array of business and communications courses, prior to joining FAU, at Robert Morris University in Pittsburgh, PA and at Blue Ridge Community and Technical College in West Virginia. He also served as a Visiting Scholar at Jinan University in Hangzhou, China. Professionally, Dr. Compomizzi served the Diocese of Pittsburgh, PA as business manager responsible for strategic planning and operations, IT network management, and leadership development. As a director of education, he managed and directed the strategizing, structuring, staffing and assessment of education programs, as well as, providing educational consulting. Upon graduation with a degree in business administration, he was recruited by The Bank of New York- Mellon Corporation where he began a career in systems implementations progressing to assistant vice president in Treasury Management. His research centers on mobile technology, communications and security; leadership; and interdisciplinary education.

Dr. Ravi S. Behara is a Professor in the Department of Information Technology & Operations Management in the College of Business at Florida Atlantic University. He is also currently the SBA Communications Distinguished Professor. His current research interests are in healthcare and service operations analytics. He has published in the *Journal of Operations Management*, *European Journal of Operations Research*, *International Journal of Operations and Production Management*, *International Journal of Production Economics*, *Decision Support Systems*, *IEEE Journal of Biomedical and Health Informatics*, *Journal of Big Data*, and *International Journal of Accounting Information Systems*, and in research books such as *Handbooks in Information Systems* and *Advances in Patient Safety*. His healthcare research has been NSF funded, and he is currently part of a research team that is funded by HRSA. His business experience includes operations consulting and working as an electrical engineer on global power plant construction projects. Dr. Behara holds a Ph.D. in Service Operations.

- D. Provide evidence that the academic unit(s) associated with this new degree have been productive in teaching, research, and service. Such evidence may include trends over time for average course load, FTE productivity, student HC in major or service courses, degrees granted, external funding attracted, as well as qualitative indicators of excellence.**

The enrollments of the MSITM graduate program offered by the **ITOM department** have seen substantial growth. Below is the enrollment data since 2011. Accordingly, individual course loads have grown from 10 enrollments on average to 22 on average.



The ITOM Department has over 230 undergraduate, and 53 graduate MSITM students. Since the inception of its MSITM program, the department has been tracking placement of its MSITM graduates and is proud to report that for 6th year in a row, the graduates achieve 100% placement within the first year after graduation which is a unique achievement in the college.

Its programs, BBA/BS in MIS and MS in ITM, are all accredited by the AACSB and Southern Association of Colleges and Schools (SACS). The 5-year trend of degrees awarded are shown the table below.

	2014-15	2015-16	2016-17	2017-18	2018-19
Bachelor's	83	88	102	111	102
Master's	8	11	10	24	18

Total	91	99	112	135	120
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In the AY 2018-19, the ITOM Department faculty have published 2 books, 23 peer reviewed publications, 16 conference presentations.

X. Non-Faculty Resources

- A. Describe library resources currently available to implement and/or sustain the proposed program through Year 5. Provide the total number of volumes and serials available in this discipline and related fields. List major journals that are available to the university's students. Include a signed statement from the Library Director that this subsection and subsection B have been reviewed and approved.**

All FAU campuses have onsite libraries, with extensive physical and electronic collections. The print volume count for books that could be categorized as Supply Chain, Logistics or Analytics totals 46,060 of which 9,542 are physical books in the FAU libraries. Over 36,518 are available in e-book format. The number of print and electronic serials subscribed includes 0 print journals and 570 unique electronic journals.

The libraries also have access to a number of journal titles through aggregator databases such as ABI/INFORM, ProQuest or Academic Search Premier. A list of journal titles related to Supply Chain, Logistics or Analytics in excel file (DataRelatedJournals.xls) and a list of aggregator databases such as ABI/INFORM, ProQuest or Academic Search Premier in excel file (RelatedDatabases.xls) are attached. (Please see second attached file.)

- B. Describe additional library resources that are needed to implement and/or sustain the program through Year 5. Include projected costs of additional library resources in Table 2 in Appendix A. Please include the signature of the Library Director in Appendix B.**

No additional resources are being requested. This type of research has been done under other degree programs for many years at FAU, so the needed materials are already in place.

- C. Describe classroom, teaching laboratory, research laboratory, office, and other types of space that are necessary and currently available to implement the proposed program through Year 5.**

The existing space at each of the sites participating in the program is sufficient to meet the needs of both teaching and research opportunities.

Classroom and teaching laboratory space are located in the Fleming Hall and Business BU building, with state of the art Trading Room and Lecture Capture rooms permitting distance learning between FAU campuses from some classrooms. No additional teaching space is required to implement the proposed MSSCM degree program.

- D. Describe additional classroom, teaching laboratory, research laboratory, office, and other space needed to implement and/or maintain the proposed program through Year 5. Include any projected Instruction and Research (I&R) costs of additional space in Table 2 in Appendix A. Do not include costs for new construction because that information should be provided in response to X (E) below.**

N/A

- E. If a new capital expenditure for instructional or research space is required, indicate where this item appears on the university's fixed capital outlay priority list. Table 2 in Appendix A includes only Instruction and Research (I&R) costs. If non-I&R costs, such as indirect costs affecting libraries and student services, are expected to increase as a result of the program, describe and estimate those expenses in narrative form below. It is expected that high enrollment programs in particular would necessitate increased costs in non-I&R activities.**

N/A

- F. Describe specialized equipment that is currently available to implement the proposed program through Year 5. Focus primarily on instructional and research requirements.**

There are no new requests for additional equipment and all the courses that exist or will be developed have considered the impact of additional students.

- G. Describe additional specialized equipment that will be needed to implement and/or sustain the proposed program through Year 5. Include projected costs of additional equipment in Table 2 in Appendix A.**

No additional specialized equipment is needed, as the program and its promotion is modeled on existing master's degree programs in the ITOM Department.

- H. Describe any additional special categories of resources needed to implement the program through Year 5 (access to proprietary research facilities, specialized services, extended travel, etc.). Include projected costs of special resources in Table 2 in Appendix A.**

Given the large diversity of existing facilities, courses and teaching labs, College of Business, in particular the ITOM Department, we do not anticipate any need for additional resources. We will use available resources, including facilities and services, to ensure the success of the MSSCM program. There are no additional requests for this new program.

- I. Describe fellowships, scholarships, and graduate assistantships to be allocated to the proposed program through Year 5. Include the projected costs in Table 2 in Appendix A.**

We will offer one (in year 1) to two (year 5) TA positions, as we do for our current MSITM. TAs will support UG business and major core courses. No additional funds are requested as the funds for TAs will come from reallocated resources.

- J. Describe currently available sites for internship and practicum experiences, if appropriate to the program. Describe plans to seek additional sites in Years 1 through 5.**

ITOM has a very active internship program. Through its Advisory Board and active engagement with local companies, we provide one of the highest number of internships to our graduate and undergraduate students. For example, during Summer 2019, ITOM placed 38 interns in various companies, a record number for the last 10 years. All of these are related to the existing MSITM degree and will easily crossover to attract MSSCM degree students as our partners indicate interest in the graduates of this proposed program. Our regular industry partners include NCCI, JM Family, Citrix, Goldman Sachs, American Express, Nexis and Lexis, Florida Crystals, Rocket Matter, Imperx, Office Depot, and many others.

The department plans to seek addition sites via joint collaboration and hold local conferences such FAU-eCOTs Florida Southern Regional Conference (<http://math.fau.edu/qian/2018Program.pdf>) and the Inaugural Big Data Conference (http://www.math.fau.edu/big_data_science/) to attract more local industry partners.

APPENDIX A

**TABLE 1-A
PROJECTED HEADCOUNT FROM POTENTIAL SOURCES
(Baccalaureate Degree Program)**

Source of Students (Non-duplicated headcount in any given year)*	Year 1		Year 2		Year 3		Year 4		Year 5	
	HC	FTE	HC	FTE	HC	FTE	HC	FTE	HC	FTE
Upper-level students who are transferring from other majors within the university**	0	0	0	0	0	0	0	0	0	0
Students who initially entered the university as FTIC students and who are progressing from the lower to the upper level***	0	0	0	0	0	0	0	0	0	0
Florida College System transfers to the upper level***	0	0	0	0	0	0	0	0	0	0
Transfers to the upper level from other Florida colleges and universities***	0	0	0	0	0	0	0	0	0	0
Transfers from out of state colleges and universities***	0	0	0	0	0	0	0	0	0	0
Other (Explain)***	0	0	0	0	0	0	0	0	0	0
Totals	0	0	0	0	0	0	0	0	0	0

* List projected annual headcount of students enrolled in the degree program. List projected yearly cumulative ENROLLMENTS instead of admissions.

** If numbers appear in this category, they should go DOWN in later years.

*** Do not include individuals counted in any PRIOR CATEGORY in a given COLUMN.

APPENDIX A
TABLE 1-B
PROJECTED HEADCOUNT FROM POTENTIAL SOURCES
(Graduate Degree Program)

Source of Students (Non-duplicated headcount in any given year)*	Year 1		Year 2		Year 3		Year 4		Year 5	
	HC	FTE	HC	FTE	HC	FTE	HC	FTE	HC	FTE
Individuals drawn from agencies/industries in your service area (e.g., older returning students)	5	4	8	6	10	8	12	9	14	11
Students who transfer from other graduate programs within the university**	2	2	1	1	0	0	0	0	0	0
Individuals who have recently graduated from preceding degree programs at this university	6	5	8	6	10	8	12	9	14	11
Individuals who graduated from preceding degree programs at other Florida public universities	1	1	1	1	2	2	2	2	3	2
Individuals who graduated from preceding degree programs at non-public Florida institutions	1	1	1	1	1	1	2	2	3	2
Additional in-state residents***	0	0	1	1	1	1	2	2	2	2
Additional out-of-state residents***	0	0	0	0	0	0	1	1	2	2
Additional foreign residents***	0	0	0	0	1	1	2	2	2	2
Other (Explain)***	0	0	0	0	0	0	0	0	0	0
Totals	15	13	20	16	25	21	33	27	40	32

* List projected annual headcount of students enrolled in the degree program. List projected yearly cumulative ENROLLMENTS instead of admissions.

** If numbers appear in this category, they should go DOWN in later years.

*** Do not include individuals counted in any PRIOR category in a given COLUMN.

APPENDIX A

**TABLE 2
PROJECTED COSTS AND FUNDING SOURCES**

Instruction & Research Costs (non-cumulative)	Year 1								Year 5						
	Funding Source							Subtotal columms 1+...+7	Funding Source						Subtotal columms 9+...+ 14
	Reallocated Base* (E&G)	Enrollment Growth (E&G)	New Recurring (E&G)	New Non-Recurring (E&G)	Contracts & Grants (C&G)	Philanthropy Endowments	Enterprise Auxiliary Funds		Continuing Base** (E&G)	New Enrollment Growth (E&G)	Other*** (E&G)	Contracts & Grants (C&G)	Philanthropy Endowments	Enterprise Auxiliary Funds	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
Faculty Salaries and Benefits	105,924	0	0	0	0	0	0	\$105,924	140,229	0	0	0	0	0	\$140,229
A & P Salaries and Benefits	1,204	0	0	0	0	0	0	\$1,204	1,204	0	0	0	0	0	\$1,204
USPS Salaries and Benefits	3,325	0	0	0	0	0	0	\$3,325	6,650	0	0	0	0	0	\$6,650
Other Personal Services	0	0	0	0	0	0	0	\$0	0	0	0	0	0	0	\$0
Assistantships & Fellowships	18,000	0	0	0	0	0	0	\$18,000	36,000	0	0	0	0	0	\$36,000
Library	0	0	0	0	0	0	0	\$0	0	0	0	0	0	0	\$0
Expenses	3,000	0	0	0	0	0	0	\$3,000	4,000	0	0	0	0	0	\$4,000
Operating Capital Outlay	0	0	0	0	0	0	0	\$0	0	0	0	0	0	0	\$0
Special Categories	0	0	0	0	0	0	0	\$0	0	0	0	0	0	0	\$0
Total Costs	\$131,453	\$0	\$0	\$0	\$0	\$0	\$0	\$131,453	\$188,083	\$0	\$0	\$0	\$0	\$0	\$188,083

*Identify reallocation sources in Table 3.

**Includes recurring E&G funded costs ("reallocated base," "enrollment growth," and "new recurring") from Years 1-4 that continue into Year 5.

***Identify if non-recurring.

Faculty and Staff Summary

	Year 1	Year 5
Total Positions		
Faculty (person-years)	0.66	0.86
A & P (FTE)	0.01	0.01
USPS (FTE)	0.03	0.06

Calculated Cost per Student FTE

	Year 1	Year 5
Total E&G Funding	\$131,453	\$188,083
Annual Student FTE	13	32
E&G Cost per FTE	\$10,112	\$5,878

Table 2 Column Explanations

Reallocated Base* (E&G)	1	E&G funds that are already available in the university's budget and will be reallocated to support the new program. Please include these funds in the Table 3 - Anticipated reallocation of E&G funds and indicate their source.
Enrollment Growth (E&G)	2	Additional E&G funds allocated from the tuition and fees trust fund contingent on enrollment increases.

New Recurring (E&G)	3	Recurring funds appropriated by the Legislature to support implementation of the program.
^{NEW} Non- Recurring (E&G)	4	Non-recurring funds appropriated by the Legislature to support implementation of the program. Please provide an explanation of the source of these funds in the budget section (section III. A.) of the proposal. These funds can include initial investments, such as infrastructure.
Contracts & Grants (C&G)	5	Contracts and grants funding available for the program.
Philanthropy Endowments	6	Funds provided through the foundation or other Direct Support Organizations (DSO) to support of the program.
Enterprise Auxiliary Funds	7	Use this column for continuing education or market rate programs and provide a rationale in section III.B. in support of the selected tuition model.
Subtotal columns 1+...+7	8	Subtotal of values included in columns 1 through 7.
Continuing Base** (E&G) ^{NEW}	9	Includes the sum of columns 1, 2, and 3 over time.
Enrollment Growth (E&G)	10	See explanation provided for column 2.
Other*** (E&G)	11	These are specific funds provided by the Legislature to support implementation of the program.
Contracts & Grants (C&G)	12	See explanation provided for column 5.
Philanthropy Endowments	13	See explanation provided for column 6.
Enterprise Auxiliary Funds	14	Use this column for continuing education or market rate programs and provide a rationale in section III.B. in support of the selected tuition model.
Subtotal columns 9+...+ 14	15	Subtotal of values included in columns 9 through 14.

APPENDIX A

**TABLE 3
ANTICIPATED REALLOCATION OF EDUCATION & GENERAL FUNDS***

Program and/or E&G account from which current funds will be reallocated during Year 1	Base before reallocation	Amount to be reallocated	Base after reallocation
TAG000249 in Boca, TAG000483 in Davie - Department of Information technology and operations Management	3,524,315	131,453	\$3,392,862
Totals	\$3,524,315	\$131,453	\$3,392,862

* If not reallocating funds, please submit a zeroed Table 3

APPENDIX A
TABLE 4
ANTICIPATED FACULTY PARTICIPATION

Faculty Code	Faculty Name or "New Hire" Highest Degree Held Academic Discipline or Speciality	Rank	Contract Status	Initial Date for Participation in Program	Mos. Contract Year 1	FTE Year 1	% Effort for Prg. Year 1	PY Year 1	Mos. Contract Year 5	FTE Year 5	% Effort for Prg. Year 5	PY Year 5	Salary	Benefits	Salary + Benefits	PY Year 1 Budget	PY Year 5 Budget				
A	Goo, Jahyun, Ph.D.	Assoc. Prof.	Tenured	Fall 2020	9	0.75	0.06	0.05	9	0.75	0.13	0.10	137,965.43	41,389.63	179,355.06	8,407.27	17,487.12				
A	Management Information Systems	Sen. Instr.	Non-Tenure earning	Fall 2020	9	0.75	0.06	0.05	9	0.75	0.06	0.05	59,117.96	17,735.39	76,853.35	3,602.50	3,458.40				
A	Compomizzi, Joseph, Ph.D.																				
A	Business Communications	Instr.	Non-Tenure earning	Fall 2020	9	0.75	0.06	0.05	9	0.75	0.06	0.05	72,828.00	21,848.40	94,676.40	4,437.96	4,260.44				
A	Sharma, Bharti, Ph.D.																				
A	Management Information Systems	Sen. Instr.	Non-Tenure earning	Fall 2020	9	0.75	0.06	0.05	9	0.75	0.06	0.05	91,767.51	27,530.25	119,297.76	5,592.08	5,368.40				
A	Schindlbeck, Mary, Ph.D.																				
A	Management Information Systems	Professor	Tenured	Fall 2020	9	0.75	0.06	0.05	9	0.75	0.13	0.10	159,279.68	47,783.90	207,063.58	9,706.11	20,188.70				
A	Behara, Ravi, Ph.D.																				
A	Supply Chain Management	Assoc. Prof.	Tenured	Fall 2020	9	0.75	0.06	0.05	9	0.75	0.13	0.10	140,397.67	42,119.30	182,516.97	8,555.48	17,795.40				
A	Huang, Derrick, Ph.D.																				
A	Management Information Systems	Assoc. Prof.	Tenured	Fall 2020	9	0.75	0.06	0.05	9	0.75	0.06	0.05	130,000.00	39,000.00	169,000.00	7,921.88	7,605.00				
A	Galup, Stuart, Ph.D.																				
A	Management Information Systems	Professor	Tenured	Fall 2020	9	0.75	0.06	0.05	9	0.75	0.06	0.05	132,977.57	39,893.27	172,870.84	8,103.32	7,779.19				
A	Han, Jim, Ph.D.																				
A	Operations Management	Professor	Tenured	Fall 2020	9	0.75	0.13	0.09	9	0.75	0.13	0.09	151,658.30	45,497.49	197,155.79	18,483.36	18,483.36				
A	Babbar, Sunil, Ph.D.																				
A	Supply Chain Management	Asst. Prof.	Tenure-Track	Fall 2020	9	0.75	0.13	0.09	9	0.75	0.13	0.09	120,000.00	36,000.00	156,000.00	14,625.00	14,625.00				
A	Baghersad, Milad, Ph.D.																				
A	Supply Chain Management	Sen. Instr.	Non-Tenure earning	Fall 2020	9	0.75	0.06	0.05	9	0.75	0.13	0.10	101,635.77	30,490.73	132,126.50	6,193.43	12,882.33				
A	Dye, Karen, Ph.D.																				
A	Supply Chain Management	Assoc. Prof.	Tenured	Fall 2020	9	0.75	0.07	0.05	9	0.75	0.07	0.05	145,656.00	43,696.80	189,352.80	10,296.06	10,296.06				
A	Menachof, David Ph.D.																				
	Supply Chain Management																				
Total Person-Years (PY)																					
													0.66								0.86

Faculty Code	Source of Funding	PY Workload by Budget Classification	
		Year 1	Year 5
A	Existing faculty on a regular line	0.66	0.86
B	New faculty to be hired on a vacant line	0.00	0.00
C	New faculty to be hired on a new line	0.00	0.00
D	Existing faculty hired on contracts/grants	0.00	0.00
E	New faculty to be hired on contracts/grants	0.00	0.00
Overall Totals for		Year 1	Year 5
		0.66	0.86

APPENDIX B

Please include the signature of the Equal Opportunity Officer and the Library Director.



2/5/2020

Signature of Equal Opportunity Officer

Date



2/13/20

Signature of Library Director

Date

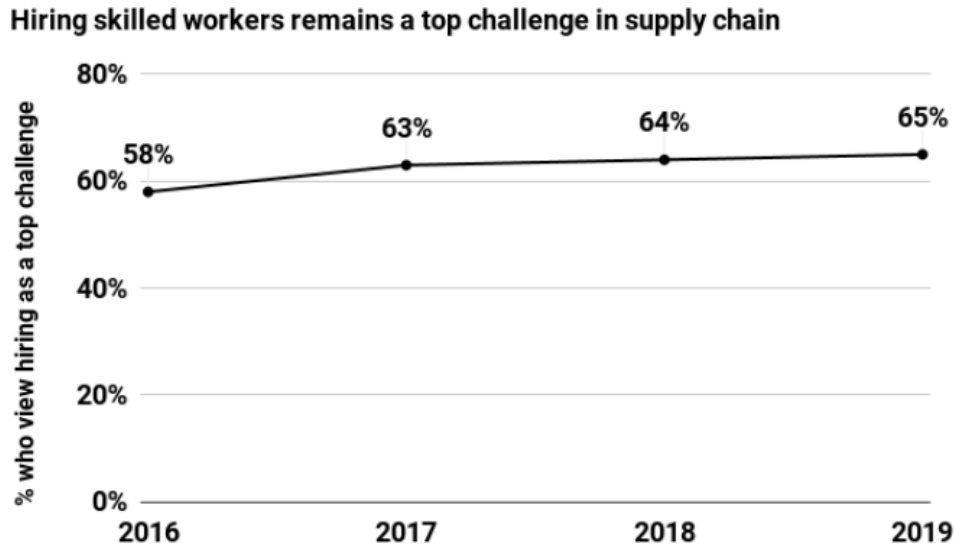
This appendix was created to facilitate the collection of signatures in support of the proposal. Signatures in this section illustrate that the Equal Opportunity Officer has reviewed section II.E of the proposal and the Library Director has reviewed sections X.A and X.B.

APPENDIX C

Data related to the need for another degree in the state

According to the Florida Department of Economic Opportunity, the logistics and distribution industry cluster had 51,963 establishments in June 2015, with employment of 524,231. Their 2016 report predicted employment to grow to nearly 560,000 jobs by 2023 with representing a 9.1 percent growth over the period.

At the same time, 65% of supply chain professionals report that hiring skilled workers is one of their biggest challenges, according to a 2019 MHI Industry Report (see Figure 1).



Credit: *MHI*

Figure 1 - 2019 MHI Annual Industry Report - Elevating Supply Chain Digital Consciousness

EAB Market research reports that demand for Masters' level supply chain management professionals continues to grow in both the local and state market (See Figure 2). These numbers at both the local and state level far exceed expected Masters' level graduates from all SUS programs combined.

The Florida Department of Economic Opportunity notes that jobs are not equally spread throughout the state, and Figure 3 shows the heavy concentration of these jobs in the Miami-Dade-Broward-Palm Beach County region.

The proposed FAU MSSCM degree is designed to allow working professionals in the region to continue working full-time while they pursue their degree.

Historical Demand for Master's-Level Supply Chain Management Professionals

September 2016-November 2018, Local and State Data⁴

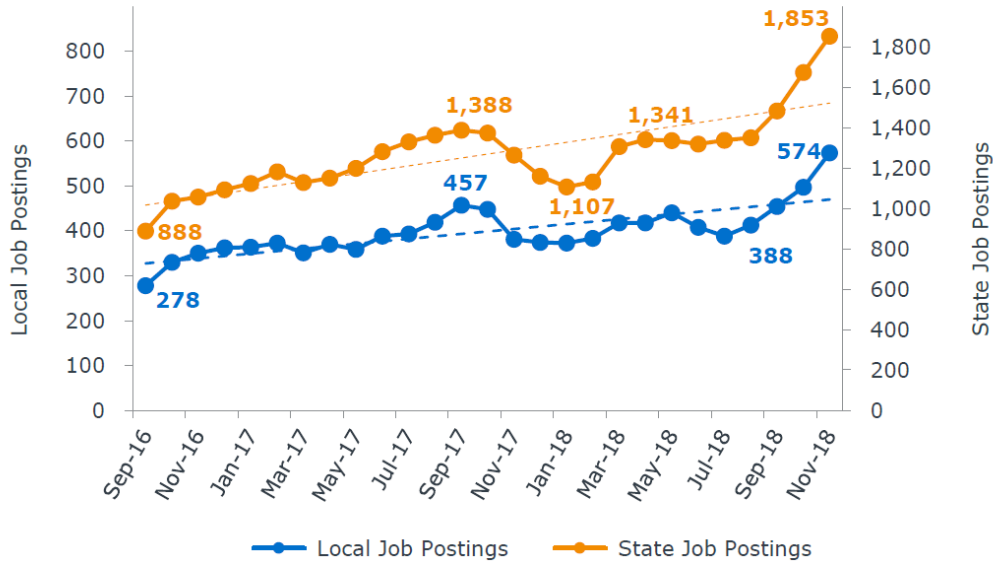
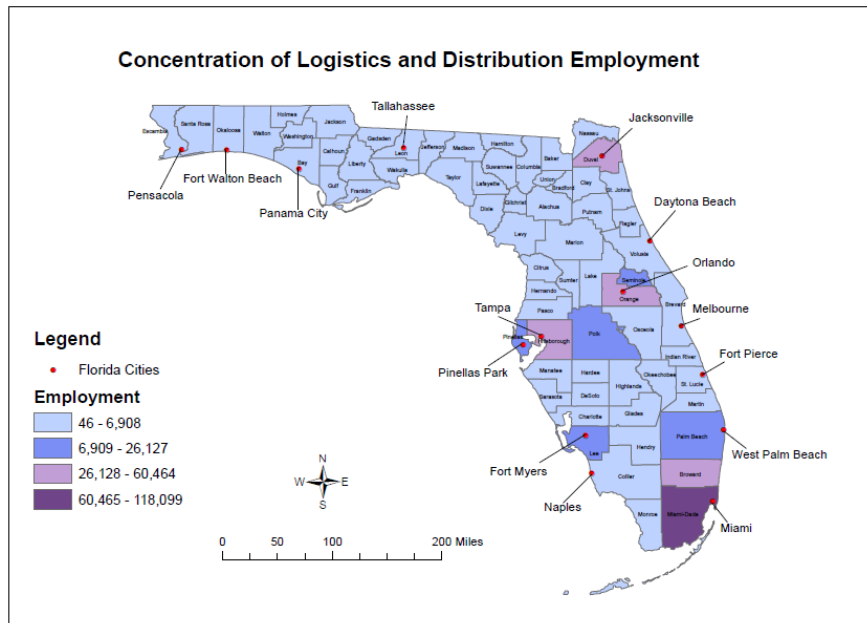


Figure 2 - EAB Global - Market Demand for a Master's-Level Supply Chain Management Program



Source: Florida Department of Economic Opportunity, Bureau of Labor Market Statistics, Quarterly Census of Employment and Wages(QCEW), 2015q2. Prepared by: Florida Department of Economic Opportunity, Bureau of Labor Market Statistics, September 2016.

Figure 3 - Florida Logistics and Distribution Industry 2016 - FLDEO

Appendix D

Hanover Market Analysis EAB



DATA SNAPSHOT

Market Demand for a Master's-Level **Supply Chain Management** Program

Analysis of Employer Demand Trends and Competitor
Programs

Zachary Maslia

Market Research Associate

Jack Lovern

Market Research Manager

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1) Research Methodology

Project Challenge

Leadership at Florida Atlantic University approached the Forum as they considered the market demand for a master's-level supply chain management program. Through quantitative data analytics and secondary research, the Forum sought to assess the market viability of a master's-level supply chain management program. The Forum also incorporated insights from preexisting research on master's-level supply chain management programs.

EAB's market research function provides insights which guide strategic programmatic decisions at member institutions. The Forum combines qualitative and quantitative data to help administrators identify opportunities for new program development, assess job market trends, and align curriculum with employer and student demand.

EAB reports rely on labor market data from Emsi's proprietary Analyst™ and Alumni Insight™ tools (description below). Reports occasionally use data from the United States Census Bureau and United States Bureau of Labor Statistics data to explore occupation and job trends. Market research reports may also incorporate Integrated Postsecondary Education Data System (IPEDS) data to assess student enrollment, demographics, and completion rates across existing programs.

Methodology and Definitions

Methodology: Unless stated otherwise, this report includes data from online job postings from December 1, 2017 to November 30, 2018. The Forum examined job postings for master's-level professionals who possess skills such as 'procurement,' 'logistics management,' and 'supply chain management.'

Definitions: "Local" and "local data" refer to the Miami-Fort Lauderdale-West Palm Beach, FL metropolitan statistical area.

"State" and "statewide data" refer to the state of Florida.

Emsi's Analyst and Alumni Insight

EAB's Partner for Comprehensive Labor Market Data

This report includes data made available through EAB's partnership with Emsi (Economic Modeling Specialists International), a labor market analytics firm serving higher education, economic development, and industry leaders in the U.S., Canada and the United Kingdom.

Emsi curates and maintains the most comprehensive labor market data sets available for academic program planning, providing real-time job posting data, workforce and alumni outcomes data, and traditional government sources of data. Under this partnership, EAB may use Emsi's proprietary Analyst™ and Alumni Insight™ tools to answer member questions about employer demand, the competitive landscape, in-demand skills, postings versus actual hires, and skills gaps between job postings and professionals in the workforce. The Emsi tools also provide EAB with in-depth access to unsuppressed, zip-code-level government data for occupations, industries, programs, and demographics. For more complete descriptions of the Emsi tools, visit:

- <http://www.economicmodeling.com/analyst/>
- <https://www.economicmodeling.com/alumni-insight/>

To learn more about Emsi and its software and services, please contact Bob Hieronymus, Vice President of Business Development at bob.hieronymus@economicmodeling.com or (208) 883-3500.

Project Sources

The Forum consulted the following sources for this report:

- EAB’s internal and online research libraries (eab.com)
- National Center for Education Statistics (NCES) (<http://nces.ed.gov/>)
- Bureau of Labor Statistics (BLS) (<https://www.bls.gov/>)
- Profiled Program Webpages:
 - Embry-Riddle Aeronautical University-Worldwide, [Logistics and Supply Chain Management](#)
 - Florida Institute of Technology, [Supply Chain Management](#)
 - Florida Institute of Technology-Online, [Supply Chain Management](#)
 - Florida International University, [Logistics and Supply Chain Management](#)

Profiled Institutions

The Forum profiled Florida institutions with master’s-level supply chain management programs comparable to Florida Atlantic University’s proposed degree. The Forum profiled programs at the following institutions via secondary research:

A Guide to Institutions Profiled in this Brief¹

Institution	Location	Approximate Institutional Enrollment (Undergraduate/Total)	Carnegie Classification
Embry-Riddle Aeronautical University-Worldwide	South	10,000 / 14,000	Special Focus Four-Year: Other Technology-Related Schools
Florida Institute of Technology	South	3,500 / 6,500	Doctoral Universities: Higher Research Activity
Florida Institute of Technology-Online	South	2,000 / 3,000	Master's Colleges & Universities: Larger Programs
Florida International University	South	46,000 / 55,000	Doctoral Universities: Highest Research Activity

“Worldwide” refers to Embry-Riddle Aeronautical University’s online program offerings.

1) [National Center for Education Statistics](http://nces.ed.gov/)

2) Executive Overview

Consider launching an online master's-level supply chain management program with residency components to promote student-faculty interaction and differentiate the offering among competitors. Growth in online completions account for the largest share of the 44 percent increase in state degree completions from 2014 to 2017 (i.e., from 166 to 237 completions). Preexisting research confirms upward trends in completions from master's-level supply chain management programs which offer distance learning. Moreover, institutions with master's-level supply chain management programs incorporate in-person components, such as residencies, to online offerings. On-campus residency opportunities allow for institutions to engage students and differentiate the program offering.

Strong growth in employer demand for master's-level supply chain management professionals suggests an opportunity to develop a master's-level supply chain management program. Between September 2016 and November 2018, local employer demand for master's-level supply chain management professionals increased 106 percent (i.e., from 278 to 574 job postings). State employer demand for master's-level supply chain management professionals increased from 888 to 1,853 job postings in the same time period (i.e., a 109 percent increase). Local and state demand for master's-level supply chain management professionals increased consistently, with average month-to-month growth rates of over three percent.

Incorporate leadership and analytics coursework in program curriculum to align with market demand and competitor programs. Data and analytics skills represent five of the top 20 most frequently sought hard skills in local and state job postings (e.g. 'analytics,' 'forecasting'). Employers seek master's-level supply chain management professionals for management roles in 60 percent and 70 percent of the top 20 local and statewide job titles, respectively (e.g., 'operations managers,' 'vice presidents,' 'program managers'). Accordingly, 'management' represents the top common skill sought in upwards of 85 percent of relevant postings (i.e., 1,804 of 2,048 local postings and 5,559 of 6,454 state postings). Programs at **Florida International University** and **Florida Institute of Technology** integrate courses which confer analytics and management skills into the curriculum.

3) Characteristics of Competitor Programs

Program Development

Consider Developing a Hybrid Delivery Option to Accommodate Working Professionals' Schedules and Facilitate Networking Opportunities

In 2017, **Florida Institute of Technology**, **Florida Institute of Technology-Online**, and **Embry-Riddle Aeronautical University-Worldwide** represent the only Florida institutions reporting master's-level degree completions in Logistics, Materials, and Supply Chain Management (i.e., CIP Code 52.0203). State degree completions from the three profiled programs increased from 166 completions in 2014 to 237 completions in 2017 (i.e., a 44 percent increase). Growth in completions from Florida Institute of Technology-Online and Embry-Riddle Aeronautical University-Worldwide, which confer degrees through distance learning instruction, account for the largest share of the increase, while completions reported from face-to-face programs remain relatively stable. Preexisting research confirms degree completion increases among programs offering distance learning. Leadership at **Florida Atlantic University** should consider launching an online master's-level supply chain management program with interactive in-person components to stand out among competitors. Institutions incorporate in-person components, such as a three-day on-campus residency, to engage students and facilitate networking opportunities.²

Though **St. Thomas University** reported two completions under CIP Code 52.0203 (Logistics, Materials, and Supply Chain Management), the Institution does not exhibit any [programs](#) registered under the code.

Profiled programs market a flexible course structure to attract working professionals. **Florida International University** recently [launched](#) a Saturday-only course structure. Curriculum and credit requirements exhibit little differences across all profiled programs. Administrators at Florida Atlantic University should also consider MBA programs with concentrations similar to supply chain management as potential competitors (e.g., St. Thomas University, the **University of South Florida**).

Characteristics of Profiled Programs

Institution	2014 Degree Completions	2017 Degree Completions	Primary Modality	Credits/Course Structure	Sample Curriculum
Embry-Riddle Aeronautical University-Worldwide	63	106	Online	30 Credits • Designed for Working Professionals	<ul style="list-style-type: none"> • Purchasing for Logistics and Supply Chain Managers • Transportation Management
Florida Institute of Technology	98	99	Face-to-face	30 Credits • Designed for Working Professionals	<ul style="list-style-type: none"> • Production and Operations Management • Cost and Economic Analysis
Florida Institute of Technology-Online	5	32	Online	30 Credits • Designed for Working Professionals	<ul style="list-style-type: none"> • Advanced Techniques in Supply Chain Management • Materiel Acquisition Management
Florida International University	DNR*	DNR	Face-to-face	30 Credits • Designed for Working Professionals with Saturday Classes	<ul style="list-style-type: none"> • Import/Export and International Logistics • Logistics Systems and Analytics
Total Relevant Degree Completions in Florida	166	237	*DNR represents values for which data was not reported.		

2) Previous EAB Research

4) Trends in Employer Demand

Historical Demand

Strong Employer Demand Growth for Master’s-Level Supply Chain Management Professionals Suggests an Opportunity to Develop the Program

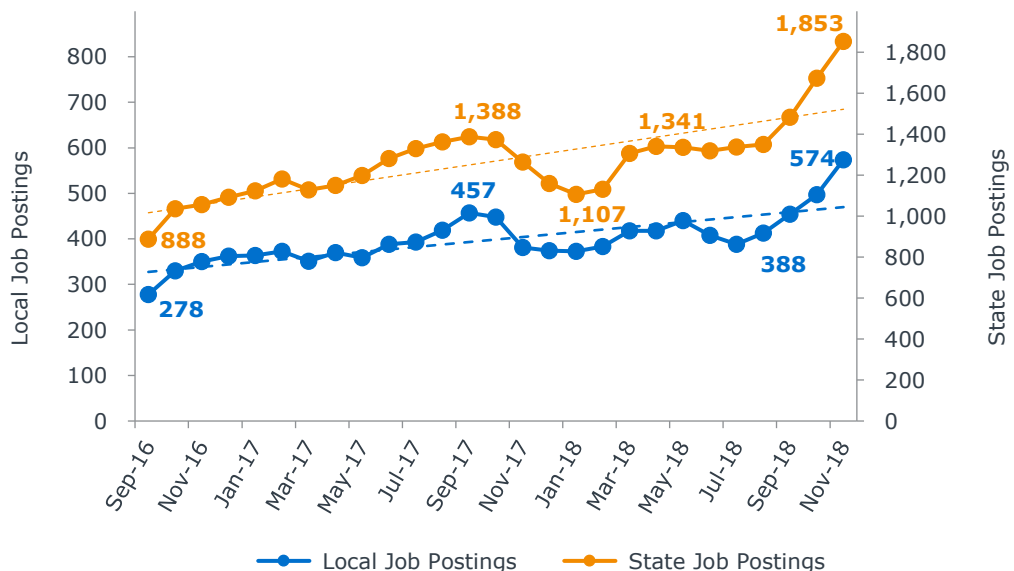
Strong increases in local and state employer demand present an opportunity to meet the need for master’s-level supply chain management professionals. Local employer demand for master’s-level supply chain management professionals rose from 278 to 574 job postings between September 2016 and November 2018 (i.e., a 106 percent increase). Between September 2016 and November 2018, local demand for master’s-level supply chain management professionals increased an average of 11 postings per month (i.e., 3.08 percent growth). Local employer demand for all master’s-level professionals grew at a slightly quicker rate of 111 percent during the same time period (i.e., from 3,886 to 8,187 postings).

State employer demand for master’s-level supply chain management professionals increased from 888 to 1,853 job postings between September 2016 and November 2018 (i.e., a 109 percent increase). During the same time period, state demand for master’s-level supply chain management professionals increased an average of 37 postings per month (i.e., 3.05 percent growth). Similarly, state employer demand for all master’s-level professionals grew at a rate of 109 percent between the same time period (i.e., from 13,903 to 29,082 postings). Both local and state job postings experienced the starkest increases in demand over the last four months. However, administrators at **Florida Atlantic University** can expect local and state demand to generally correspond, given the Miami-Fort Lauderdale-West Palm Beach, FL MSA represents one of the largest economies in Florida.

The Bureau of Labor Statistics (BLS) projects average growth in nationwide employment for “logisticians” between 2016 and 2026 (i.e., as fast as the seven percent average growth projected across all occupations).³ The BLS attributes the expected growth in employment of “logisticians” to the need for companies to manage supply chains in a global economy.

Historical Demand for Master’s-Level Supply Chain Management Professionals

September 2016-November 2018, Local and State Data⁴



3) Bureau of Labor Statistics
4) Emsi Analyst™

Frequently Sought Skills

Incorporate Data and Analytics Coursework in Program Curriculum to Align with Competitor Programs and Meet Employer Demand

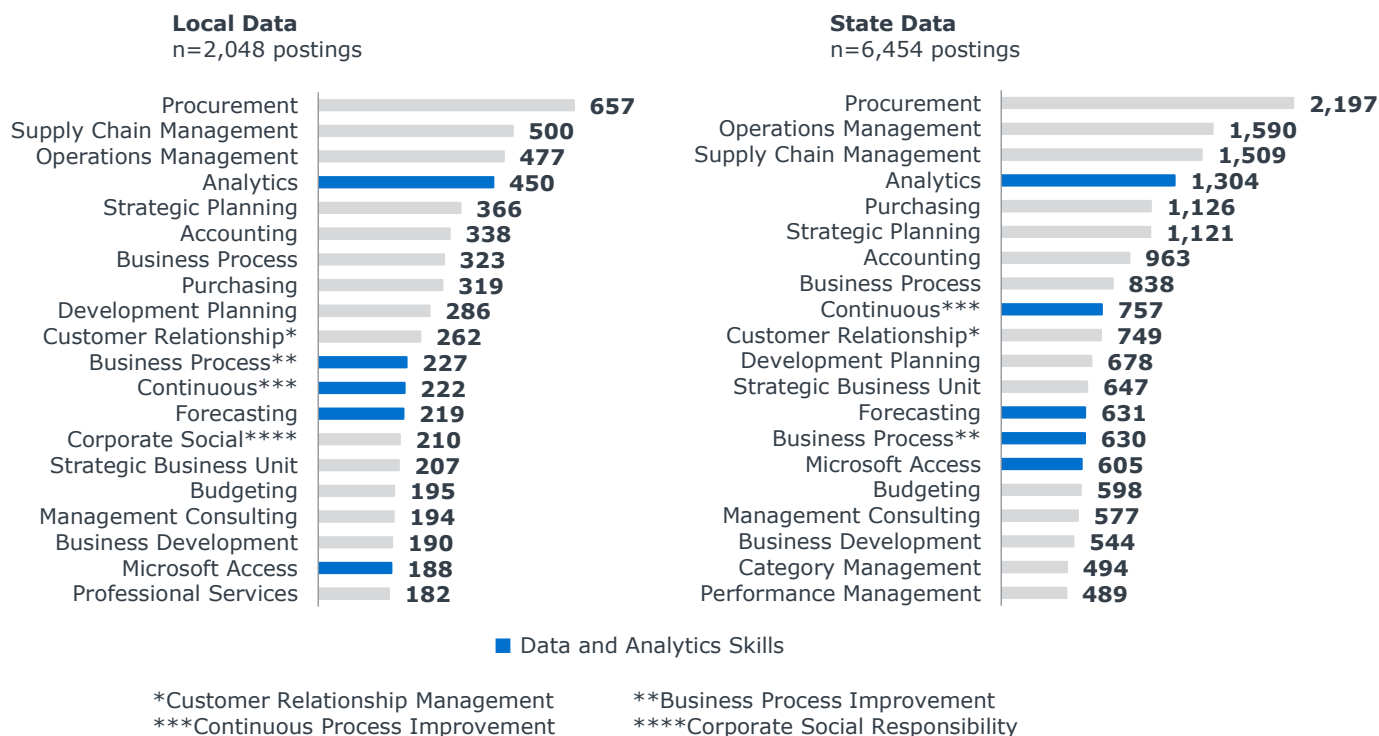
Administrators at **Florida Atlantic University** should incorporate data and analytics coursework to align with competitor programs and market demand. While the majority of job postings request master's-level supply chain management professionals with general supply chain skills, including 'procurement' and 'operations management,' data and analytics skill will become increasingly relevant.⁵ The American Production and Inventory Control Society (APICS) highlights the important role data-centric practices play in supply chain planning.⁶ The need for data and analytics skills will result from efforts to boost efficiency and for companies to use "geography-specific data to anticipate demand of certain products in a region and ship in advance."⁷

'Hard skills' are more well-defined and occupation-area-specific than common skills. They are often highly technical, subject matter specific, or acquired through on-the-job training.

Data and analytics skills represent five of the top 20 most frequently sought hard skills across local and state job postings (e.g., 'analytics,' 'forecasting'). Programs at competitor institutions incorporate coursework to meet market demand for a range of data and analytics skills. **Florida International University** requires a "Logistics Systems and Analytics" course, which incorporates "analytics methodology for supply chain analysis."⁸ Similarly, **Florida Institute of Technology** integrates "Introductory Managerial Statistics" and "Cost and Economic Analysis" courses into the curriculum.

Frequently Sought Hard Skills for Master's-Level Supply Chain Management Professionals

December 2017-November 2018⁹



5) Supply Chain Management Review, [Supply Chain Trends to Watch Out for in 2018](#), 2017
 6) APICS, [The Seven Principles of Effective Supply Chain Planning](#), 2015
 7) Supply Chain Management Review, [Supply Chain Trends to Watch Out for in 2018](#), 2017
 8) [Florida International University](#)
 9) Emsi Analyst™

Frequently Posted Titles

'Common skills' are skills that are not specific to a particular job but rather cross multiple occupations.

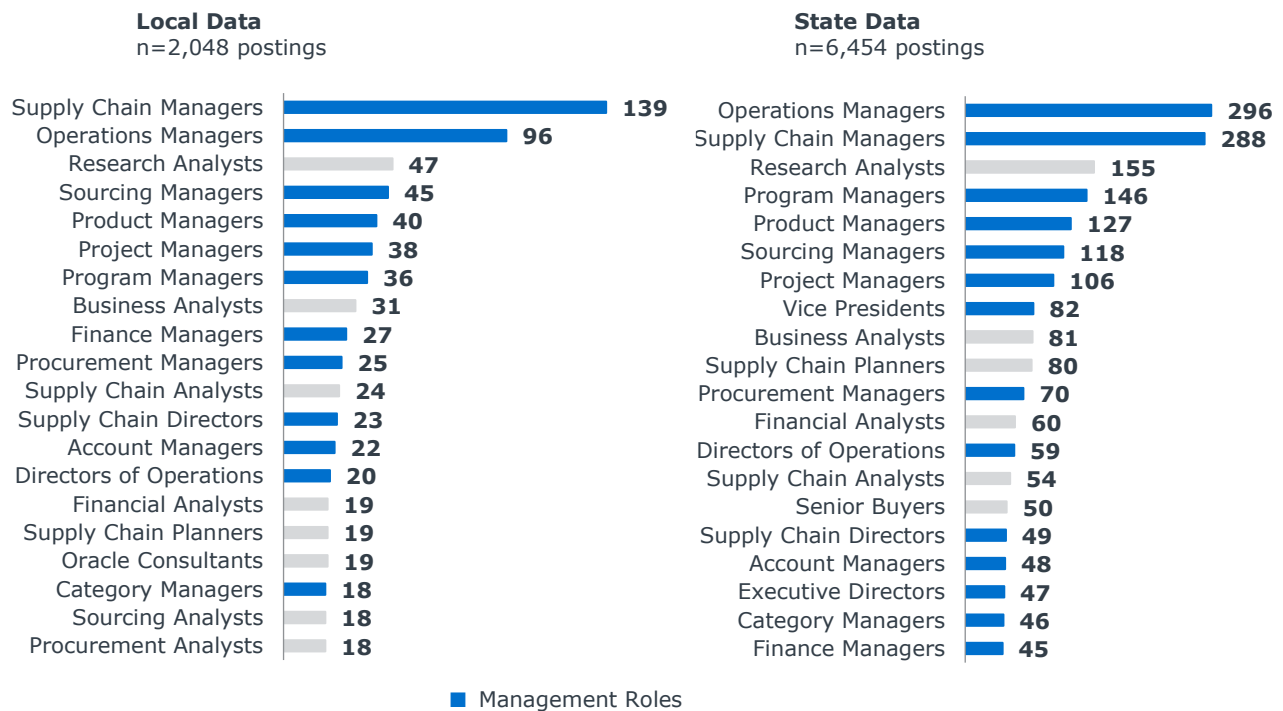
Confer Leadership Skills to Position Graduates for Success in Management Roles

Administrators at **Florida Atlantic University** should emphasize leadership skills in master's-level supply chain management coursework. Integrate soft skill components into the largely technical curriculum to address the market demand for master's-level supply chain management professionals with leadership skills. 'Management' and 'leadership' represent the first and third most commonly demanded common skills for master's-level supply chain management professionals locally and statewide. **Florida International University's** program includes courses in "Customer Relationship Management" and "Negotiations" to prepare students for a wide variety of professional roles. Appendix A includes further data on the top requested common skills.

Employers seek master's-level supply chain management professionals for management roles in 60 percent and 70 percent of the top 20 local and statewide job postings, respectively (e.g., 'operations managers,' 'vice presidents,' 'program managers'). 'Management' represents the top common skill, sought in upwards of 85 percent of relevant postings (i.e., 1,804 of 2,048 local and 5,559 of 6,454 state postings). Additionally, analyst roles such as 'research analysts,' 'financial analysts,' and 'business analysts' appear among the 20 most commonly posted titles for master's-level supply chain management professionals both locally and statewide, aligning with the demand for data and analytics skills.

Top Titles for Master's-Level Supply Chain Management Professionals

December 2017-November 2018¹⁰



¹⁰Emsi Analyst™

Appendix: Common Skills Data

Frequently Sought Common Skills for Master's-Level Supply Chain Management Professionals

December 2017-November 2018¹¹

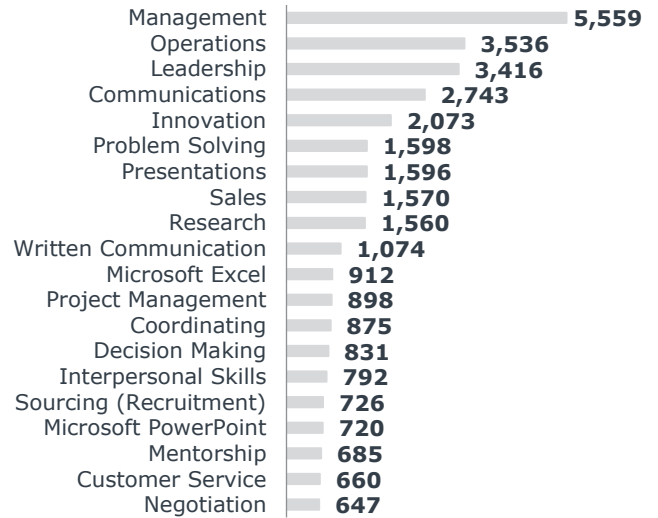
Local Data

n=2,048 postings



State Data

n=6,454 postings



11)Emsi Analyst™

Appendix E

Library Resources - SCM Related Journals and Databases

Aggregator Databases - 90 items

Package Name

ABI/INFORM Archive Complete
ABI/INFORM Collection
ABI/INFORM Dateline
ABI/INFORM Global
ABI/INFORM Trade & Industry
Academic Search Complete
Academic Search Premier
ACM Digital Library
Applied Science & Technology Source
Business & Company Profile ASAP
Business Insights: Essentials
Business Source Premier
Cambridge Journals Online (CRKN)
De Gruyter
De Gruyter (JISC)
De Gruyter Online / ResearchNow (FLVC)
Dialnet
Emerald Backfiles
Emerald eJournals Premier
FRASER Publications
Gale Academic OneFile
Gale Academic OneFile Select
Gale Business: Entrepreneurship
Gale General OneFile
Gale OneFile: Business
Gale OneFile: Economics and Theory
Gale OneFile: Informe Académico
Gale OneFile: Leadership and Management
Gale OneFile: LegalTrac
Gender Watch (ProQuest)
General Reference Center Gold
Global Newsstream
Humanities Source
IEEE/IET Electronic Library (IEL)
INFORMS PubsOnline
InfoSci Journals
JSTOR Arts & Sciences I Archive Collection
JSTOR Arts & Sciences II Archive Collection
JSTOR Arts & Sciences IV Archive Collection
JSTOR Arts & Sciences IX Archive Collection
JSTOR Arts & Sciences V Archive Collection
JSTOR Arts & Sciences VI Archive Collection
JSTOR Arts & Sciences VII Archive Collection
JSTOR Arts & Sciences VIII Archive Collection

JSTOR Arts & Sciences X Archive Collection
JSTOR Arts & Sciences XV Archive Collection
JSTOR Free Early Journal Content
NBER - National Bureau of Economic Research
NBER - National Bureau of Economic Research Working Papers
NBER Working Papers Program
Nexis Uni
OECD-iLibrary Books, Papers & Statistics
Oxford Journals Archive
Oxford University Press Full Collection (JISC)
Persee
Political Science Database
Portico
Project MUSE - Premium Collection
ProQuest Newsstand (Complete)
Proquest Periodicals Archive Online Collection 1
Proquest Periodicals Archive Online Collection 3
Proquest Periodicals Archive Online Collection 5
ProQuest SciTech Collection
Regional Business News
S&P Capital IQ NetAdvantage
SAGE Deep Backfile Package 2013
SAGE Deep Backfile Upgrade 2015
SAGE Deep Backfile Upgrade 2016
SAGE Deep Backfile Upgrade 2017
SAGE Premier 2020
SciELO
ScienceDirect
ScienceDirect Backfile - Business, Management and Accounting Including Supplement 1
ScienceDirect Backfile - Economics, Econometrics & Finance Including Supplement 1
ScienceDirect Freedom Collection
Social Science Database
SocINDEX with Full Text
Sociology Database
Springer Online Archives Collection
SpringerLINK Business and Economics Archives
SpringerLINK Humanities, Social Science, and Law Archives
Taylor & Francis Science & Technology Library
US Newsstream
Wiley - Blackwell Business & Management Collection (ACIEGE)
Wiley Online Library
Wiley Online Library Backfiles
Wiley Online Library Business and Management Backfiles
Wiley Online Library Database Model 2020
Wiley Online Library Economics, Finance and Accounting Backfiles

KBID	Title
625	Academy of Management Review
627	Academy of Management Perspectives
628	Academy of Management Journal
44513	Knowledge and Process Management
44521	Knowledge Management Review
65508	Supplier Selection & Management Report
65509	Supply Chain Management: An International Journal
65510	Supply Chain Management Review
65515	Supply House Times
123722	Report
123726	Management accounting quarterly
123760	Journal of Business Administration and Policy Analysis
123979	Management Development Review
124880	Journal of Digital Information Management
124927	Global Development Finance
125202	Logistics & Transport Focus
135565	Journal of Leadership & Organizational Studies
135800	Latin Trade (Spanish)
136120	Manager Magazin Online
136121	IOMA's Report on Managing Accounts Payable
136151	Market Guide Executives
184626	Organizacijø Vadyba: Sisteminiai Tyrimai
184627	Supply & Demand Chain Executive
184629	Leadership Excellence Essentials
184710	Exel Case Study: Maintaining a Leading Position in Logistics
184765	Utility Retail Systems & Powergen Case Studies: Improving Operational Proces
217770	Timestrip Case Study: Developing Smart Label Technology for Perishable Good
217816	International Journal of Knowledge Management (IJKM)
224303	Revue management & avenir
224308	Cuadernos de Difusión
224310	Temas de Management
224319	Business Performance Management Magazine
234596	Estudios Gerenciales
234598	Pensamiento y Gestión
259846	Leadership: Magazine for Managers
272440	Revista IDEA
272793	Télescope : Revue d'analyse comparée en administration publique
273199	International Cranes & Specialized Transport
273891	Foundations and Trends® in Technology, Information and Operations Manager
275394	Managing Global Transitions: International Research Journal
276500	Journal of Airport Management
286074	Service Business
292151	International Journal of Sustainable Transportation
292220	Journal of Management & Organization
302067	CPA Practice Management Forum
302104	Journal of Small Business & Entrepreneurship

302553 Journal of Information Systems and Technology Management / Revista de Ges
302586 Journal of Collective Negotiations
302708 Brazilian Business Review (Portuguese Edition)
302712 Revista de Administração Mackenzie
303298 Chinese Management Studies
303305 Journal of Enterprising Communities: People and Places in the Global Economy
303548 Better Asset Management
338127 Journal of Public Transportation
338538 Journal of Applied Management and Entrepreneurship
338950 Review of Managerial Science
339730 Transport
341307 Brazilian Business Review (English Edition)
341308 Business Renaissance Quarterly
344592 Transport Engineering in Australia
347821 Estudios de Administración
349731 Journal of Business Market Management
349911 Contaduría y Administración
349956 Integración & Comercio = Integration & Trade
350095 Zbornik Radova Ekonomski Fakultet u Rijeka
354818 Logistiek
355766 Asia Pacific Management Review = APMR
357782 Revista de Métodos Cuantitativos para la Economía y la Empresa
358537 Ground Support Worldwide
358666 Product Management Today
360847 Research Management Review
362191 Journal of business systems, governance and ethics
362882 Strategic Management Review
367551 The Open Operational Research Journal
374115 Academy of Strategic Management Journal
374130 Today's Manager
375366 De Lloyd
375370 Le Lloyd
375373 National Transportation Safety Board Documents and Publications
375511 MAST - Maritime Studies
375943 Revista Brasileira de Gestão de Negócios
376483 American Journal of Business
378073 IEEE 63rd Vehicular Technology Conference, 2006. VTC 2006-Spring
378074 Vehicular Technology Conference, 2005. VTC-2005-Fall. 2005 IEEE 62nd
380844 Management: Journal of Contemporary Management Issues
381050 Academy of Educational Leadership Journal
381089 Journal of the International Academy for Case Studies
381846 ICFAI Journal of Management Research
383833 Portes: Revista Mexicana de Estudios Sobre la Cuenca del Pacifico
384207 ICFAI Journal of Brand Management
384208 ICFAI Journal of Business Strategy
384210 ICFAI Journal of Corporate Governance
384214 ICFAI Journal of Infrastructure

384217 ICFAI Journal of Knowledge Management
384218 ICFAI Journal of Managerial Economics
384219 ICFAI Journal of Marketing Management
384222 ICFAI Journal of Operations Management
384223 ICFAI Journal of Organizational Behavior
386058 Journal of the Eastern Asia Society for Transportation Studies
394948 The Open Management Journal
394976 Open Transportation Journal
396536 Top Management Biographies
396611 LOGISTIK-inside.de
397850 The TQM Journal
399283 Cuadernos de Economía y Dirección de la Empresa (CEDE)
399285 RAC. Revista de Administração Contemporânea
399361 Is, Guc: The Journal of Industrial Relations & Human Resources
399873 Cuadernos de Gestión
399897 Operational Research
400371 Management
401127 International Management Review
401229 Revista Universidad y Empresa
401794 BAR. Brazilian Administration Review
401812 International Journal of Business Science and Applied Management
401815 International Journal of Interoperability in Business Information Systems
401835 Michigan Journal of Business
401890 Journal of Mechanical Systems for Transportation and Logistics
402289 The Academy of Management Executive (1987-1989)
406691 ICFAI Journal of Entrepreneurship Development
406694 ICFAI Journal of Supply Chain Management
408954 日本経営工学会論文誌 = Journal of Japan Industrial Management Association
410981 Journal of Statistics and Management Systems
411449 Logistics Manager
411456 Supply Chain Standard
411502 Logistics Research
419858 International Journal of Case Studies in Management (Online)
420978 Gefahr/gut-Online
422512 Journal of Business and Entrepreneurship
422522 Journal of Global Business and Technology
422581 Online Journal of International Case Analysis
422727 Complete Collection of IGP Information Technology Case Collection Depository
423524 Journal of Transport and Land Use
423556 Open Source Business Resource
426657 International Journal of e-Business Management
426915 Facta Universitatis: Series Economics and Organization
427447 Administration and Management Review
428581 日本経営診断学会論集 = Journal of Japan Management Diagnosis Association
431037 Economía y Administración
431038 Gestión y Estrategia
431039 Revista de Contabilidad - Spanish Accounting Review (ASEPUC)

434510 Social Enterprise Journal
441969 Journal of Strategy and Management
443682 CorpComms
444473 Operations Management Education Review
445651 Transportation Business Journal
445672 Allied Academies International Conference. Academy of Strategic Management
455190 Organizacija
457131 Executive : An Academy of Management Publication
458315 The Academy of Management Executive (1993-2005)
458858 IATSS Research
461358 European Transport Research Review
461375 Public Transport
462206 Journal of Economics & Management
462547 Transportmetrica A: Transport Science
463164 Management & Marketing Journal
464890 Director
465301 Business Research
471916 Annals of the Oradea University: Fascicle of Management and Technological E
480032 Production & Operations Management
481553 Scientific Proceedings of RTU: Transport & Engineering
481744 International Journal of Quality and Service Sciences
484297 The International Journal of Organizational Analysis
485833 Journal of Advances in Management Research
487106 Professional Adviser
488284 International Journal of Business Insights & Transformation
488298 Administrative Theory & Praxis: A Journal of Dialogue in Public Administration
490326 Advanced Management Journal (0362-1863)
499584 Product: Management & Development
500128 Economia: Seria Management
502971 Global Business and Management Research: An International Journal
517976 Revista Organizações em Contexto
518100 Revista de Gestão
518264 IEEE Intelligent Transportation Systems Magazine
525188 Academy of Management Proceedings & Membership Directory
525223 International Journal of Management & Innovation
525254 Management Research Review
527320 Maritime Affairs: Journal of the National Maritime Foundation of India
530049 Executive Leadership
534902 Contemporary Management Research
540317 ASBM Journal of Management
540355 Journal of Service Science and Management
545003 African Journal of Business Ethics
545981 Egypt Freight Transport Report
545985 Hungary Freight Transport Report
548930 International Journal of Vehicle Structures & Systems (IJVSS)
550001 International Journal of Business & Management Science
550004 Academy of Management Best Papers Proceedings

550005 Academy of Management Proceedings
554664 RGO, Revista Gestão Organizacional
555246 Israel Freight Transport Report
555247 Kuwait Freight Transport Report
555255 Romania Freight Transport Report
555257 Russia Freight Transport Report
555262 South Africa Freight Transport Report
555309 Netherlands Freight Transport Report
555345 Belgium Freight Transport Report
559786 Trade Negotiations Insights
559796 Journal of Transport Economics and Policy
560133 IUP Journal of Supply Chain Management
560247 Transylvanian Review of Administrative Sciences
568254 Vezetéstudomány / Budapest Management Review
568276 Uluslararası İktisadi ve İdari İncelemeler Dergisi = International Journal of Econ
568403 Vilakshan: The XIMB Journal of Management
568404 IUP Journal of Management Research
568616 Economia Global e Gestão = Global Economics and Management Review
573063 Revista de Globalización, Competitividad & Gobernabilidad : GCG
573145 Pranjana: The Journal of Management Awareness
573148 SCMS Journal of Indian Management
576495 Journal of Management & Economics
576697 Spain Freight Transport Report
581224 International Journal of Contemporary Management
581275 Advances in Manufacturing Science and Technology
581842 LogForum
581989 Problemy Transportu = Transport Problems
591498 Managing REO
591884 Acta Universitatis Danubius. Œconomica
592165 TE Briefing Multi (NL)
592166 TE Briefing Weg (NL)
592167 TE Depeche Multi (FR)
592168 TE Depeche Route (FR)
594815 The Asian journal of shipping and Logistics
595300 Advances in Management
595322 Globsyn Management Journal
595329 İstanbul Üniversitesi İşletme Fakültesi dergisi
599564 Sona e-Mag
599594 IUP Journal of Brand Management
599595 IUP Journal of Business Strategy
600640 Journal of King Abdulaziz University: Economics & Administration
601691 Management Research: The Journal of the Iberoamerican Academy of Manage
603052 International Journal of Applied Logistics (IJAL)
603487 Journal of Management & Public Policy
603491 IUP Journal of Corporate Governance
604295 Economic Challenger
606694 Investigaciones Europeas de Dirección y Economía de la Empresa

606771 Cargo Talk
606881 Management Compass
606936 Stitch World
607264 Perner's Contacts
607280 Revista Latinoamericana de Comunicación CHASQUI
607627 International Journal of Management & Information Systems
625486 Technology and Investment
636964 International Journal of Engineering Business Management
640613 Vidwat: The Indian Journal of Management
642266 Annales Universitatis Apulensis : Series Oeconomica
642326 KASBIT Business Journal
642346 Revista de Administração da UNIMEP
643834 Proceedings of the European Conference on Information Management & Eval
643835 Proceedings of the European Conference on Intellectual Capital
643836 Proceedings of the European Conference on Management, Leadership & Gove
643917 Management & Marketing. Challenges for the Knowledge Society
643926 Revista de Administração FACES Journal
647498 Gazi University Journal of Economics & Administrative Sciences
651282 Surveys in Operations Research and Management Science
655995 Cadernos EBAPE.BR
657198 ManagementNext
657323 Emerging Leadership Journeys
661935 Revista de Ciências da Administração : RCA
665476 International Journal of Lean Six Sigma
669886 Journal of Intercultural Management
674790 CEEMAN Conference Proceedings
674791 CEEMAN Dialogues
674793 CEEMAN Survey on Management Education : Corporate Social Responsibility a
674796 A Look at Institutional Viability
674797 Qualitative Data on Program Innovations
675349 South East Asian Journal of Management
675396 Journal of Transportation Management
709672 Revista Ciencias Estratégicas
711624 The Academy of Management Review
711627 SIES Journal of Management
712305 Transaction on Transport Sciences
712735 REMark : Revista Brasileira de Marketing
712737 Revista de Administração da UFSM
712787 AFBM Journal=Australian Farm Business Management Journal
727148 Enfoque: Reflexão Contábil
731045 Gestão e Planejamento
731943 Revista Transilvana de Stiinte Administrative
756577 Annals of Innovation & Entrepreneurship
757675 Dalhousie Journal of Interdisciplinary Management
767195 International Journal of Information, Business and Management
767198 Serbian Journal of Management
773393 Indian Journal of Commerce & Management Studies

773483 EconoQuantum
773494 Academy of Management Annual Meeting Proceedings
773523 Les Cahiers Scientifiques du Transport
779267 Enhancing Organizational Performance Through Strategic Initiatives : Handboc
779278 International Journal of Business and Information
783317 Global Management Review
783779 Journal of Business Strategies (Karachi)
785396 Journal of Management Control
785413 Management Science Letters
787296 PIERS Trade Profiles
788481 ORGANIZACJA I KIEROWANIE
788893 Iranian Journal of Management Studies
789450 Synergy (Mumbai)
791534 Research in Transportation Business & Management
794568 Material Handling & Logistics
794865 Archives of Transport
796483 Hyperion International Journal of Econophysics & New Economy
821420 Contextus
824664 Gestión Joven
833872 Revista Facultad de Ciencias Económicas: Investigación y Reflexión
833875 Revista iberoamericana de automática e informática industrial (RIAI)
836249 Financial Innovation, the Discovery of Risk, and the U.S. Credit Crisis
836374 Globalization, the Business Cycle, and Macroeconomic Monitoring
837113 Unemployment and Productivity in the Long Run: the Role of Macroeconomic
838028 Humanisme et Entreprise
838926 Jurnal Manajemen dan Kewirausahaan
839545 Analele Universitatii Maritime Constanta
839657 International Journal of Safety and Security Engineering
840425 Journal of Management Policy & Practice
851182 China Offshore
851430 Revista Contemporânea
853081 Ports and Shipping News
853373 日本物流学会誌
853374 日本物流学会誌ジャーナル = Journal of Japan Logistics Society
853495 Asian Transport Studies
893763 Journal of Case Research
899789 International Journal of Business and Management Studies
910107 Studies in Business and Economics
910790 Current Topics in Management
910816 Journal of Technology Management for Growing Economies
911899 Revista de Gestão e Projetos
914011 Scientific Bulletin : Economic Sciences
915797 Journal of Advanced Research in Management
915977 Journal of Remanufacturing
917556 Argentina Freight Transport Report
917560 Argentina Shipping Report
917567 Australia Shipping Report

917584 Brazil Shipping Report
917589 Bulgaria Shipping Report
917712 Canada Shipping Report
917937 Chile Shipping Report
917938 Colombia Shipping Report
918095 Croatia Shipping Report
918101 Egypt Shipping Report
918115 Estonia Shipping Report
918127 Greece Shipping Report
918136 Hong Kong Shipping Report
918144 Indonesia Shipping Report
918183 Iran Shipping Report
918209 Kenya Shipping Report
918216 Mexico Freight Transport Report
918217 Mexico Shipping Report
918244 Saudi Arabia Shipping Report
918245 South Africa Shipping Report
918249 Singapore Shipping Report
918251 Russia Shipping Report
918255 South Korea Shipping Report
918259 Taiwan Shipping Report
918268 Turkey Shipping Report
918270 Thailand Shipping Report
918284 United Arab Emirates Shipping Report
918290 United States Shipping Report
918304 Venezuela Shipping Report
920604 Bahrain Freight Transport Report
920613 Colombia Freight Transport Report
920645 Panama Freight Transport Report
926821 NACUBO Business Officer: Magazine of the National Association of College and
926831 Journal of Marketing & Management
927240 TEC Empresarial
927313 Revista Nacional de Administración
927773 Administrative Sciences
927822 Issue: The Journal of Business and Design
927847 Journal of Transportation Technologies
929676 Management Research and Practice
933987 International Transport Forum Discussion Papers
967934 Transportes
968007 ERM Journal
968029 India Transport Portal
968362 Maritime Gateway
969990 Advances in Transportation Studies
990359 Journal of Operations & Supply Chain Management
1001395 商管科技季刊 = Commerce and Management
1002042 Tai Da Guan Li Lun Cong
1009685 生產管理 = Production Management

1028962 Бизнес управление = Business Management
1036422 BVIMR Management Edge
1036426 Global Partnership Management Journal
1036431 International Journal of Management Cases
1054399 Journal of Contemporary Management Research
1163466 Journal of Transport Literature
1163607 Journal of Contemporary Research in Management
1180201 Management and Labour Studies
1180585 Revista Eletrônica de Ciência Administrativa
1206090 American Journal of Industrial and Business Management
1210706 Journal of Positive Management
1210736 Polish Journal of Management Studies
1216920 Transport and Telecommunication
1217533 External Adjustment and the Global Crisis
1217940 The External Impact of China's Exchange Rate Policy: Evidence from Firm Level
1224166 Foundations of Management
1225706 Revista Brasileira de Administração Científica
1225720 Future Studies Research Journal : Trends and Strategies
1236562 Nauki o Zarządzaniu (Management Sciences)
1249467 Review of International Comparative Management / Revista de Management ()
1253999 Transportation Journal
1256042 Business Management Dynamics
1263118 South Asian Journal of Management Sciences
1293328 Academy of Management Proceedings
1294362 Systemic Risks in Global Banking: What Available Data can tell us and What Mc
1342021 Review of Management
1349956 Fleet Maintenance Online News
1356394 Management
1363970 Management and Business Administration. Central Europe
1369757 Revista de Gestão e Secretariado - GeSec
1369758 Revista Gestão & Tecnologia
1383279 Academy of Business Journal
1383280 Academy of Business Research Journal
1383365 Gallup Business Journal
1383433 Scientific Papers of the University of Pardubice. Series D, Faculty of Economics
1420270 Journal of Management & Business Research
1573366 Problemy Zarządzania
1584097 Unemployment in Latin America and the Caribbean
1591080 American Journal of Management
1637294 Business Systems Research
1638539 AD-minister
1638685 GESTÃO.Org (Revista Eletrônica de Gestão Organizacional)
1654561 Çanakkale Onsekiz Mart Üniversitesi Yönetim Bilimleri Dergisi
1654627 Propulsion and Power Research
1659549 Revista de Administração IMED - RAIMED
1660621 Family Firms
1715892 Case Studies on Transport Policy

1750218 Transportation Letters (The International Journal of Transportation Research)
1751004 Transportmetrica A: Transport Science
1759409 The Cyclicity of Sales, Regular and Effective Prices: Business Cycle and Policy
1760342 Journal of Economics & Administrative Sciences / Afyon Kocatepe Üniversitesi
1760356 Journal of Supply Chain Management Systems
1760361 Kafkas Üniversitesi İktisadi ve İdari Bilimler Fakültesi Dergisi
1760368 Parikalpana: KIIT Journal of Management
1760392 Drishtikon: A Management Journal
1760404 International Journal of Management Science & Technology Information
1760418 Effective Executive
1770048 Management & Organizational History
1805457 Journal of Business Economics = Zeitschrift für Betriebswirtschaft
1810159 Teoria e Prática em Administração (TPA)
1835764 IPE Journal of Management
1888196 Revista Pensamento Contemporâneo em Administração
1890858 Controlling & Management Review
1893326 Public Personnel Management
1893477 International Journal of Management, Knowledge and Learning
1902598 Journal of Management & Change
1904177 Management Intercultural
1904180 Cross-Cultural Management Journal
1909695 Information Rigidity and the Expectations Formation Process: A Simple Framev
1909708 International Reserves and Rollover Risk
1909719 Global House Price Fluctuations: Synchronization and Determinants
1917251 Economic Horizons = Ekonomski Horizonti
1917446 Revista Eletrônica de Estratégia e Negócios
1917660 International Journal of Management Science and Engineering Management
1917666 The Coastal Business Journal
1919461 IET Professional Development Course on Electric Traction Systems (2012)
1925900 Management Next
1936114 Management Dynamics in the Knowledge Economy
1972585 Verwaltung und Management
1983622 Danube
2101275 Czech Journal of Tourism
2104667 Management Review Quarterly
2183237 Caderno de Administração
2183770 The Journal of Accounting and Management
2184471 Contabilidade, Gestão e Governança
2185503 Revista de Administração de Roraima
2260612 Air Cargo World (International ed.)
2304893 International Journal of Management and Economics
2310115 İşletme İktisadi Enstitüsü Yönetim Dergisi
2310284 International Strategic Management Review
2310285 La Revue Gestion et Organisation
2426164 International Journal of Business and Economic Development
2476298 Çankırı Karatekin University Journal of the Faculty of Economics & Administrat
2485067 Transportation Infrastructure Geotechnology

2488336 The Extractive Industries and Society
2495594 IET Hybrid and Electric Vehicles Conference 2013 (HEVC 2013)
2495607 2013 16th International IEEE Conference on Intelligent Transportation System:
2495748 2013 IEEE Vehicular Networking Conference (VNC)
2643142 Produktion
2652708 Independent Journal of Management & Production
2706953 Prestige International Journal of Management and Research
2779430 Journal of Applied Sport Management
2779690 Operations Research Perspectives
2789100 Organisational Project Management
2865651 Journal of Chinese Management
2865668 Journal of Trust Management
2940771 Administração de Empresas em Revista
2940778 South Asian Journal of Human Resources Management
3084458 International Journal of Knowledge, Culture & Change Management
3086732 Optimum: Journal of Economics & Management Sciences / Ekonomi ve Yöneti
3127054 Administracao: Ensino e Pesquisa – RAEP
3188215 Industrial Society
3188224 FAEDPYME International Review
3191749 Transportation Research Procedia
3213009 Jordan Journal of Business Administration
4070288 Journal of Strategy and Performance Management
4119378 International Journal of Information Systems and Project Management
4184453 International Journal of Management Prudence
4323569 Management and Organization Review
4411305 Täglicher Hafenbericht
4514204 International Journal of Supply & Operations Management
4518523 Annals of Management Science
4581773 IEEE Transactions on Transportation Electrification
4591480 Dirasat: Administrative Sciences
4600977 Logistics & sustainable transport
4609981 WARDAUTO Dealer Business
4610283 Proceedings of the Multidisciplinary Academic Conference
5859813 Academy of Management Discoveries
6088168 Bulk Transporter
6466288 Journal of Open Innovation: Technology, Market, and Complexity
6609295 FAIMA Business & Management Journal
6701127 Planning Review
7096859 計画行政 = Planning and Public Management
7350689 Investigación Administrativa
7431065 SEA: Practical Application of Science
7433564 Procedia Manufacturing
7433568 She Ji: The Journal of Design, Economics, and Innovation
7593947 Journal of Work-Applied Management
8761226 Cross Cultural & Strategic Management
10124291 European Research on Management and Business Economics
10158473 Global Journal of Economics & Business

10208591 Journal of Production and Operations Management
10522951 BVIMSR Journal of Management Research
10989857 Annals of the Stefan cel Mare University of Suceava : Fascicle of the Faculty of
11047786 Technical Journal / Tehnicki Glasnik
11245060 International Journal of Transport Development and Integration
11441657 Management and Economics Review
11484021 Montague Institute Review
11594680 Optimal Reserves in Financially Closed Economies
11792612 BenefitsPro
11804701 Revista Adm.Made
11925123 Управленческое консультирование
12197119 Digital Policy, Regulation and Governance
12321576 Inequality and Growth
12484562 Currency Wars or Efficient Spillovers? A General Theory of International Policy
12494983 ITF Roundtable Reports
13169090 Aftershocks of Monetary Unification: Hysteresis with a Financial Twist
13214242 Ekonomika-Bisnis
13222413 2017 Annual Reliability and Maintainability Symposium (RAMS)
13224784 Revista de Gestão dos Países de Língua Portuguesa
13448013 Market Forces: Journal of Management Thought
14318925 Management: Journal of Sustainable Business & Management Solutions in Em
14403969 Upravlenie / Management
14832638 IEEE Std 802.3br-2016 (Amendment to IEEE Std 802.3-2015 as amended by IEE
14893842 Carrier Management
14964025 ITF Transport Outlook
14987204 HR Strategy and Planning Excellence Essentials
15021854 Global Trade and the Dollar
15040465 Journal of Innovation Management
15269373 Ekspektra
16064323 Journal of Defense Analytics and Logistics
16064324 RAUSP Management Journal
17594377 Knowledge and Performance Management
17628611 Innovation & Management Review
18000076 On the Macroeconomic Consequences of Over-Optimism
18385410 Airport Cooperative Research Program (ACRP): Legal Digests (LRDs)
18385413 Airport Cooperative Research Program (ACRP): Syntheses of Practice
18385414 Airport Cooperative Research Program (ACRP): Research Results Digests (RRDs)
18385423 National Cooperative Freight Research Program (NCFRP): Research Results Dig
18385425 National Cooperative Highway Research Program (NCHRP): Legal Research Dig
18385430 National Cooperative Highway Research Program (NCHRP): Research Results D
18385444 Transit Cooperative Research Program (TCRP): Legal Research Digest
18385470 Transportation Research Circular: E-Circular
18639570 University of Haripur Journal of Management (UOHJM)
18966858 Innovations Deserving Exploratory Analysis (IDEA): Ignition Magazine
19599801 eTransportation
19694066 A Requiem for the Fiscal Theory of the Price Level
19894782 Leadership Excellence

20142824 Entry Costs and the Macroeconomy
20339889 Optimization: Journal of Research in Management
21765579 Transportation Research Interdisciplinary Perspectives
22636214 Ingram's for Successful Kansas Citians
22642736 Collective Dynamics
22731666 2019 Annual Reliability and Maintainability Symposium (RAMS)
22820755 Long-Term Macroeconomic Effects of Climate Change: A Cross-Country Analys

AlternateTitle	PackageName	Subject	URL
Acad Manage Rev Acade	ABI/INFORM Collection	Management	https://sea
Acad Manag Perspect Ac	ABI/INFORM Collection	Management	https://sea
Acad Manage J Academy	ABI/INFORM Archive Compl	Management	https://sea
Knowledge and Process M	ABI/INFORM Collection	Business (General)	https://sea
KM review Knowledge M	ABI/INFORM Collection	Management	https://sea
Supplier Selection & Man	ABI/INFORM Collection	Management	https://sea
Supply chain managemen	ABI/INFORM Collection	Business (General)	https://sea
Supply Chain Managemer	ABI/INFORM Collection	Distribution & Logistic	https://sea
Supply House Times	ABI/INFORM Collection	Management	https://sea
Report The report	Business Insights: Essentials	Management	https://link
Management Manageme	ABI/INFORM Collection	Management	https://sea
JBA Journal of Business A	Business Insights: Essentials	Management	https://link
Management Developme	ABI/INFORM Collection	Management	https://sea
JDIM Journal of Digital In	Gale Academic OneFile	Management	https://link
GDF Global Development	EBSCO Open Access Journal	BUSINESS & ECONOM	https://dat
Focus Logistics & Transpc	Business Source Premier	Business (General)	http://sear
JLOS Journal of Leadershi	ABI/INFORM Collection	Management	https://sea
Latin Trade (Spanish) Lati	Academic Search Complete	Business (General)	http://sear
Manager Magazin Manag	Nexis Uni	Management	https://adv
IOMA's Report on Managi	Business Insights: Essentials	Management	https://link
Market Guide Executives	Nexis Uni	Management	https://adv
Management of Organiza	ABI/INFORM Collection	Management	https://sea
Cygnus supply & demand	ABI/INFORM Collection	Management	https://sea
Leadership Excellence Le	ABI/INFORM Collection	Management	https://sea
Exel Case Study Maintaini	Business Source Premier	Business (General)	http://sear
Utility Retail Systems & Pr	Business Source Premier	Business (General)	http://sear
Timestrip Case Study Dev	Business Source Premier	Business (General)	http://sear
International Journal of K	Gale Academic OneFile	Management	https://link
Management and Avenir	ABI/INFORM Collection	Management	https://sea
Cuadernos de Difusion C	Academic Search Complete	Management	http://sear
Temas de Management	Gale OneFile: Informe Acad	Management	https://link
BPM Business Performan	ABI/INFORM Collection	Management	https://sea
Estudios Gerenciales	ABI/INFORM Collection	Management	https://sea
Pensamiento & gestio´n I	ABI/INFORM Collection	Management	https://sea
Leadership Magazine for I	EBSCO Open Access Journal	Management	http://ww
Revista IDEA	EBSCO Open Access Journal	Management	http://esar
Telescope Télescope (Sai	EBSCO Open Access Journal	Management	http://ww
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Foundations and Trends®	Business Insights: Essentials	Production & Operati	https://link
Managing global transitio	ABI/INFORM Collection	Business (General)	https://sea
JAM Journal of Airport M	Academic Search Complete	Transportation	http://sear
Service Business	ABI/INFORM Collection	Management	https://sea
International Journal of S	Academic Search Complete	Transportation	http://sear
Journal of Management &	ABI/INFORM Collection	Management	https://sea
CPA Practice Managemen	ABI/INFORM Collection	Management	https://sea
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JISTEM Journal of inform:ABI/INFORM Collection	Management	https://sea
Collective negotiations Jc Business Source Premier	Management	http://sear
BBR Brazilian Business ReABI/INFORM Collection	Management	https://sea
RAM Revista de administ ABI/INFORM Collection	Management	https://sea
Chinese Management Stu ABI/INFORM Collection	Management	https://sea
Journal of Enterprising Co ABI/INFORM Collection	Management	https://sea
Better Asset Managemen: Business Insights: Essentials	Management	https://link
Journal of Public Transpor EBSCO Open Access Journal:	Transportation	http://schc
Applied management and ABI/INFORM Collection	Management	https://sea
Review of Managerial Sci ABI/INFORM Collection	Management	https://sea
Transport Transport / Tr: Academic Search Complete	Transportation	http://sear
Brazilian Business Review ABI/INFORM Collection	Management	https://sea
Business Renaissance Qu ABI/INFORM Collection	Management	https://sea
Transport Engineering in / Academic Search Complete	Transportation	http://sear
Estudios de Administracio Academic Search Complete	Management	http://sear
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I&C Integracio´n y comer Dialnet	Management	https://dia
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Asia Pacific Management ABI/INFORM Collection	Management	https://sea
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Research Management Re EBSCO Open Access Journal:	Management	http://www
JBSGE Journal of business EBSCO Open Access Journal:	Management	https://jbs
Strategic Management Re EBSCO Open Access Journal:	Business (General)	http://www
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Today's Manager Today's Business Insights: Essentials	Management	https://link
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Maritime Studies Maritin EBSCO Open Access Journal:	Shipping & Freight Ind	https://link
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American Journal of Busir ABI/INFORM Collection	Management	https://sea
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Academy of Educational L ABI/INFORM Collection	Management	https://sea
JIACS Journal of the Inter ABI/INFORM Collection	Management	https://sea
ICFAI Journal of Manager Business Source Premier	Management	http://sear
PORTES Portes Revista M Academic Search Complete	Transportation	http://sear
ICFAI Journal of Brand Ma Business Source Premier	Management	http://sear
ICFAI Journal of Business ! Business Source Premier	Management	http://sear
ICFAI Journal of Corporat Business Source Premier	Management	http://sear
ICFAI Journal of Infrastruc Business Source Premier	Management	http://sear

ICFAI Journal of Knowledge Business Source Premier	Management	http://sear
ICFAI Journal of Manageri Business Source Premier	Management	http://sear
ICFAI Journal of Marketin Business Source Premier	Management	http://sear
ICFAI Journal of Operator Business Source Premier	Management	http://sear
ICFAI Journal of Organizat Business Source Premier	Management	http://sear
Journal of the Eastern Asi J-STAGE Journals (Open Acc	Transportation	https://ww
Open Management Journ Bentham Open - Journals	Management	https://ber
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Top Management Biograç Nexis Uni	Management	https://adv
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Cuadernos de Econom 23 Academic Search Complete	Management	http://sear
RAC RAC Revista de Admi ABI/INFORM Collection	Management	https://sea
Is Guc The Journal of Indu Socl INDEX with Full Text	Management	http://sear
CG Cuadernos de Gestior ABI/INFORM Collection	Management	https://sea
Operational Research ABI/INFORM Collection	Business (General)	https://sea
Management Revija man DOAJ: Directory of Open Acc	Management	http://www
International Managemer ABI/INFORM Collection	Management	https://sea
Revista Universidad y Em Dialnet	Management	https://dia
BAR BAR Brazilian Admin ABI/INFORM Collection	Management	https://sea
IJBSAM International jou DOAJ: Directory of Open Acc	Management	http://www
IBIS International Journal EBSCO Open Access Journal	Management	http://dblp
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Executive The Academy c Business Source Premier	Management	http://sear
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Journal of Japan Industria J-STAGE Journals (Open Acc	Management	https://ww
Journal of Statistics and M Taylor & Francis Science & T	Management	https://ww
Logistics Manager ABI/INFORM Collection	Management	https://sea
Supply Chain Standard ABI/INFORM Collection	Distribution & Logistic	https://sea
Logistics Research ABI/INFORM Collection	Transportation	https://sea
International Journal of C ABI/INFORM Collection	Management	https://sea
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JBE Journal of Business ai ABI/INFORM Collection	Management	https://sea
JGBAT Journal of Global E ABI/INFORM Collection	Management	https://sea
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J Transp Land Use Journa DOAJ: Directory of Open Acc	Transportation	http://www
Open Source Business Res ABI/INFORM Collection	Management	https://sea
International Journal of e-Business Insights: Essentials	Management	https://link
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Administration and Mana EBSCO Open Access Journal	Management	https://ww
Journal of Japan Manager J-STAGE Journals (Open Acc	Management	https://ww
Economía y Admin Academic Search Complete	Management	http://sear
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Social Enterprise Journal	ABI/INFORM Collection	Management	https://sea
Journal of Strategy and M	ABI/INFORM Collection	Management	https://sea
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OMER Operations Mana	ABI/INFORM Collection	Management	https://sea
Transportation Business J	ABI/INFORM Collection	Transportation	https://sea
Allied Academies Internat	ABI/INFORM Collection	Management	https://sea
Organizacija	ABI/INFORM Collection	Management	https://sea
Academy of Management	Business Source Premier	Management	http://sear
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IATSS Research IATSS Res	DOAJ: Directory of Open Acc	Transportation	http://ww
European Transport Rese	ABI/INFORM Collection	Transportation	https://sea
Public Transport	ABI/INFORM Collection	Transportation	https://sea
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BuR BuR : Business Resea	ABI/INFORM Collection	Management	https://sea
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POMS Production & Ope	ABI/INFORM Collection	Production & Operatic	https://sea
Scientific Proceedings of F	Academic Search Complete	Transportation	http://sear
International Journal of Q	ABI/INFORM Collection	Management	https://sea
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Journal of Advances in M	ABI/INFORM Collection	Management	https://sea
Professional Adviser	ABI/INFORM Collection	Management	https://sea
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Administrative Theory & I	ABI/INFORM Collection	Management	https://sea
Advanced management jc	Business Source Premier	Management	http://sear
Management & developm	EBSCO Open Access Journal	Management	http://ww
Economia : Management	DOAJ: Directory of Open Acc	Management	http://ww
GBMR Global Business ar	ABI/INFORM Collection	Management	https://sea
Organizações em Context	DOAJ: Directory of Open Acc	Management	https://ww
REGE Revista de Gestão	ABI/INFORM Collection	Management	https://sea
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International Journal of M	ABI/INFORM Collection	Management	https://sea
Management Research R	ABI/INFORM Collection	Management	https://sea
Maritime affairs Maritim	Taylor & Francis Social Scien	Transportation	https://ww
Executive Leadership	Business Insights: Essentials	Management	https://link
Contemporary Managem	ABI/INFORM Collection	Management	https://sea
ASBM Journal of Manager	ABI/INFORM Collection	Management	https://sea
Journal of Service Science	Scientific Research Publishin	Management	https://ww
African Journal of Busines	ABI/INFORM Collection	Management	https://sea
Egypt Freight Transport R	ABI/INFORM Collection	Shipping & Freight Ind	https://sea
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International Journal of V	Academic Search Complete	Transportation	http://sear
International Journal of B	ABI/INFORM Collection	Management	https://sea
Academy of Management	Business Source Premier	Management	http://sear

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South Africa Freight TransABI/INFORM Collection	Shipping & Freight Ind	https://sea
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Trade Negotiations Insign EBSCO Open Access Journal:Business (General)	Business (General)	https://ww
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IUP Journal of Supply Cha ABI/INFORM Collection	Management	https://sea
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IUP Journal of Managem ABI/INFORM Collection	Management	https://sea
Economia global & gesta~ SciELO	Management	http://www
GCG Globalizac,a~o, Com ABI/INFORM Collection	Management	https://sea
Pranjana Pranjana: The JcABI/INFORM Collection	Management	https://sea
SCMS Journal of Indian M ABI/INFORM Collection	Management	https://sea
Journal of Management &ABI/INFORM Collection	Management	https://sea
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《应用物流学国际期刊》InfoSci Journals	Distribution & Logistic	http://serv
Journal of Management &ABI/INFORM Collection	Management	https://sea
IUP Journal of Corporate (ABI/INFORM Collection	Management	https://sea
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Management Compass	ABI/INFORM Collection	Management	https://sea
Stitch World	ABI/INFORM Collection	Management	https://sea
Perner's Contacts	EBSCO Open Access Journal:	Transportation	http://perr
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IJMIS International Journ	ABI/INFORM Collection	Management	https://sea
Ji shu yu tou zi Technolog	Scientific Research Publishin	Management	https://ww
IJEBM International Jour	DOAJ: Directory of Open Acc	Management	http://enb
Vidwat: The Indian Journ	ABI/INFORM Collection	Management	https://sea
Annales Universitatis Apu	ABI/INFORM Collection	Management	https://sea
KASBIT Business Journal I	Business Insights: Essentials	Management	https://link
RAU Revista de Administ	Business Source Premier	Management	http://sear
Proceedings of the Europ	ProQuest Advanced Technol	Management	https://sea
Proceedings of the Europ	ABI/INFORM Collection	Management	https://sea
Proceedings of the Europ	ABI/INFORM Collection	Management	https://sea
Management & Marketin	ABI/INFORM Collection	Management	https://sea
FACES journal Revista de	Business Source Premier	Management	http://sear
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Surveys in Operations Res	ScienceDirect Freedom Coll	Management	https://ww
Cadernos EBAPE.BR Cade	ABI/INFORM Collection	Management	https://sea
ManagementNext	Business Insights: Essentials	Management	https://link
ELJ Emerging Leadership	EBSCO Open Access Journal:	Management	https://ww
Revista de Ciências da Ad	ABI/INFORM Collection	Management	https://sea
International Journal of L	ABI/INFORM Collection	Management	https://sea
Journal of Intercultural M	De Gruyter Open Journals	Management	https://ww
CEEMAN Conference Proc	ABI/INFORM Collection	Management	https://sea
CEEMAN Dialogues	ABI/INFORM Collection	Management	https://sea
CEEMAN Survey on Mana	ABI/INFORM Collection	Management	https://sea
A Look at Institutional Via	ABI/INFORM Collection	Management	https://sea
Qualitative Data on Progr	ABI/INFORM Collection	Management	https://sea
Management South East	ABI/INFORM Collection	Management	https://sea
Journal of Transportation	Academic Search Complete	Transportation	http://sear
Revista Ciencias Estrategi	ABI/INFORM Collection	Management	https://sea
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SIES Journal of Managem	Business Source Premier	Management	http://sear
Transaction on Transport	Applied Science & Technolo	Transportation	http://sear
Brazilian Journal of Marke	ABI/INFORM Collection	Management	https://sea
Brazilian journal of mana	Academic Search Complete	Management	http://sear
AFBM Journal AFBM Jour	Academic Search Complete	Management	http://sear
Enfoque : Reflexao Contal	ABI/INFORM Collection	Management	https://sea
G&P Gestao e Planejame	Academic Search Complete	Management	http://sear
Revista Transilvana de Stii	Academic Search Complete	Management	http://sear
Annals of Innovation & En	EBSCO Open Access Journal:	Management	https://ww
Dalhousie Journal of Inter	EBSCO Open Access Journal:	Management	https://ojs
IJBIM IJBIM Internationa	ABI/INFORM Collection	Management	https://sea
Serbian Journal of Manag	ABI/INFORM Collection	Management	https://sea
Indian Journal of Commer	ABI/INFORM Collection	Management	https://sea

EconoQuantum	ABI/INFORM Collection	Management	https://sea
Academy of Management Business Source Premier		Management	http://sear
Les Cahiers Scientifiques	ABI/INFORM Collection	Transportation	https://sea
Enhancing Organizational	ABI/INFORM Collection	Management	https://sea
International Journal of Business	ABI/INFORM Collection	Management	https://sea
Global Management Review	ABI/INFORM Collection	Management	https://sea
Journal of Business Strategy	ABI/INFORM Collection	Management	https://sea
J Manag Control Journal of Management Science Letters	ABI/INFORM Collection	Management	https://sea
Management Science Letters	DOAJ: Directory of Open Access Journals	Management	http://grov
PIERS Trade Profiles	Nexis Uni	Transportation	https://adv
ORGANIZACJA I KIEROWA	ABI/INFORM Collection	Management	https://sea
IJMS Iranian Journal of Management Science	ABI/INFORM Collection	Management	https://sea
Synergy (Mumbai)	ABI/INFORM Collection	Management	https://sea
Research in Transportation Science	ScienceDirect Freedom Collection	Transportation	https://ww
Material Handling & Logistics	ABI/INFORM Collection	Business (General)	https://sea
Archives of Transportation	ProQuest Engineering Collection	Transportation	https://sea
Hyperion International Journal of Management Science	Academic Search Complete	Management	http://sear
Contextus Revista Contabilística e Financeira	Dialnet	Management	https://dia
Gestion Joven Gestión Juvenil	Dialnet	Management	https://dia
Revista Facultad de Ciencias Económicas	ABI/INFORM Collection	Management	https://sea
Revista iberoamericana de Economía	Dialnet	Production & Operations Management	https://dia
DP7967 Financial Innovation	NBER - National Bureau of Economic Research	BUSINESS & ECONOMICS	https://ww
Globalization, the Business Cycle	NBER - National Bureau of Economic Research	BUSINESS & ECONOMICS	https://ww
DP8014 Unemployment and Economic Growth	NBER - National Bureau of Economic Research	BUSINESS & ECONOMICS	https://ww
Humanisme et Entreprise	Business Source Premier	Management	http://sear
Jurnal Manajemen dan Keuangan	DOAJ: Directory of Open Access Journals	Management	http://jurn
Analele Universitatii Maritime	Academic Search Complete	Transportation	http://sear
International Journal of Shipping and Business	ProQuest Engineering Collection	Management	https://sea
Journal of Management Practice	ABI/INFORM Collection	Management	https://sea
China Offshore	ABI/INFORM Collection	Business (General)	https://sea
Revista Contemporânea de Economia e Gestão	EBSCO Open Access Journals	Management	http://www
Ports and Shipping News	Agricultural & Environmental Sciences	Shipping & Freight Industry	https://sea
Journal of Japan Logistics Research	J-STAGE Journals (Open Access)	Distribution & Logistics	https://ww
Journal of Japan Logistics Research	J-STAGE Journals (Open Access)	Distribution & Logistics	https://ww
Asian Transport Studies	DOAJ: Directory of Open Access Journals	Transportation	https://ww
Journal of Case Research	Business Source Premier	Management	http://sear
IJBMS : International Journal of Business Management Science	DOAJ: Directory of Open Access Journals	Management	http://www
SBE Studies in Business Economics	De Gruyter Open Journals	Management	https://ww
Current Topics in Management Science	Business Source Premier	Management	http://sear
Journal of Technology Management	Business Insights: Essentials	Management	https://link
GeP Revista de Gestão & Marketing	ABI/INFORM Collection	Management	https://sea
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Journal of Advanced Research in Management Science	ABI/INFORM Collection	Management	https://sea
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Argentina Freight Transport	ABI/INFORM Collection	Shipping & Freight Industry	https://sea
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Brazil Shipping Report	ABI/INFORM Collection	Shipping & Freight Ind	https://sea
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Canada Shipping Report	ABI/INFORM Collection	Shipping & Freight Ind	https://sea
Chile Shipping Report	ABI/INFORM Collection	Shipping & Freight Ind	https://sea
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Croatia Shipping Report	ABI/INFORM Collection	Shipping & Freight Ind	https://sea
Egypt Shipping Report	ABI/INFORM Collection	Shipping & Freight Ind	https://sea
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Iran Shipping Report	ABI/INFORM Collection	Shipping & Freight Ind	https://sea
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Mexico Freight Transport	ABI/INFORM Collection	Shipping & Freight Ind	https://sea
Mexico Shipping Report	ABI/INFORM Collection	Shipping & Freight Ind	https://sea
Saudi Arabia Shipping Rep	ABI/INFORM Collection	Shipping & Freight Ind	https://sea
South Africa Shipping Rep	ABI/INFORM Collection	Shipping & Freight Ind	https://sea
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Russia Shipping Report	ABI/INFORM Collection	Shipping & Freight Ind	https://sea
South Korea Shipping Rep	ABI/INFORM Collection	Shipping & Freight Ind	https://sea
Taiwan Shipping Report	ABI/INFORM Collection	Shipping & Freight Ind	https://sea
Turkey Shipping Report	ABI/INFORM Collection	Shipping & Freight Ind	https://sea
Thailand Shipping Report	ABI/INFORM Collection	Shipping & Freight Ind	https://sea
United Arab Emirates Shiç	ABI/INFORM Collection	Shipping & Freight Ind	https://sea
United States Shipping Re	ABI/INFORM Collection	Shipping & Freight Ind	https://sea
Venezuela Shipping Repo	ABI/INFORM Collection	Shipping & Freight Ind	https://sea
Bahrain Freight Transport	ABI/INFORM Collection	Shipping & Freight Ind	https://sea
Colombia Freight Transpo	ABI/INFORM Collection	Shipping & Freight Ind	https://sea
Panama Freight Transport	ABI/INFORM Collection	Shipping & Freight Ind	https://sea
NACUBO Bus Off NACUBO	EBSCO Open Access Journal	Management	https://ww
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Management Research ar	ABI/INFORM Collection	Management	https://sea
International Transport Fc	ABI/INFORM Global	Transportation	https://sea
Transportes Transportes,	DOAJ: Directory of Open Acc	Transportation	http://www
ERM Journal	Business Insights: Essentials	Business Managemer	https://link
India Transport Portal	Business Insights: Essentials	Transportation	https://link
Maritime Gateway	Business Insights: Essentials	Shipping & Freight Ind	https://link
Advances in Transportatic	Academic Search Complete	Transportation	http://sear
JOSCM Journal of Operat	DOAJ: Directory of Open Acc	Production & Operatic	http://bibli
Commerce & Managemer	ABI/INFORM Collection	Management	https://sea
NTU Management Review	ABI/INFORM Collection	Management	https://sea
Production Management	J-STAGE Journals (Open Acc	Production & Operatic	https://ww

Business Management Би: Business Source Premier	Management	http://sear
BVIMR Management Edge Business Source Premier	Management	http://sear
Global Partnership Manağ Business Source Premier	Management	http://sear
International Journal of M EBSCO Open Access Journal: Management	Management	http://www
Journal of Contemporary ABI/INFORM Collection	Management	https://sea
Journal of Transport Liter: SciELO	Transportation	http://www
Journal of Contemporary ABI/INFORM Collection	Management	https://sea
Management and Labour SAGE Premier 2020	Management	https://jou
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American Journal of Indu: Scientific Research Publishin Management	Management	https://ww
Journal of Positive Manag ABI/INFORM Collection	Management	https://sea
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Foundations of Managem ABI/INFORM Collection	Management	https://sea
RBADM : Brazilian Journal Academic Search Complete	Management	http://sear
FSRJ Future Studies Rese: DOAJ: Directory of Open Acc Management	Management	http://revis
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GeSeC GeSec: Revista de ABI/INFORM Collection	Management	https://sea
Revista Gestão & Tecnolo EBSCO Open Access Journal: Management	Management	http://revis
Academy of Business Jour ABI/INFORM Collection	Management	https://sea
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Gallup Business Journal C Business Insights: Essentials	Management	https://link
Scientific Papers of the Ur ABI/INFORM Collection	Management	https://sea
JMBR Journal of Manager Business Source Premier	Management	http://sear
Problemy Zarz?dzania: Mi: DOAJ: Directory of Open Acc Management	Management	https://pz.1
Unemployment in Latin A NBER - National Bureau of E BUSINESS & ECONOM	BUSINESS & ECONOM	https://ww
American Journal of Man: ABI/INFORM Collection	Management	https://sea
BSR Business Systems Re: ABI/INFORM Collection	Management	https://sea
AD-minister ABI/INFORM Collection	Management	https://sea
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Propulsion and Power Re: DOAJ: Directory of Open Acc Transportation	Transportation	https://ww
Revista de Administração Dialnet	Management	https://dia
DP3234 Family Firms Fan NBER - National Bureau of E BUSINESS & ECONOM	BUSINESS & ECONOM	https://ww
Case Studies on Transport ScienceDirect Freedom Collç Transportation	Transportation	https://ww

Transportation Letters (Taylor & Francis Science & Technology)	Transportation	https://www
Transportmetrica A: Transportation Science & Technology	Transportation	https://www
The Cyclical Nature of Sales, Research - National Bureau of Economic Research	BUSINESS & ECONOMICS	https://www
Afyon Kocatepe University: Directory of Open Access Journals	Management	http://www
Journal of Supply Chain Management: An International Journal	Supply Chain Management	https://sea
Kafkas Üniversitesi İktisadi İdari Bilimler Fakültesi	Management	https://sea
Parikalpana: KIIT Journal of Management	Management	https://sea
Drishtikon: A Management Journal	Management	https://sea
International Journal of Management in Business Source Premier	Management	http://sear
Effective Executive	Management	https://sea
M and OH Management & Organization	Management	https://www
Journal of Business Economics	Management	https://sea
Teoria e Prática em Administração	Management	https://dia
IPE Journal of Management	Management	https://sea
Revista Pensamento Contábil	Management	https://sea
Controlling & Management	Management	https://sea
PPM Public Personnel Management	Management	https://sea
International Journal of Management	Management	http://www
Journal of Management & Organization	Management	http://www
Management Intercultural	Management	http://mi.b
Cross-Cultural Management	Management	https://sea
Information Rigidity and the Business Cycle	BUSINESS & ECONOMICS	https://www
International Reserves and the Business Cycle	BUSINESS & ECONOMICS	https://www
Global House Price Fluctuations	BUSINESS & ECONOMICS	https://www
Economic Horizons Economics	Management	https://sea
Revista Eletrônica de Estruturação	Management	http://www
International Journal of Management & Organization	Production & Operations Management	https://www
The Coastal Business Journal	Management	https://sea
IET Professional Development	IEEE/IET Electronic Library (Information Technology)	https://iee
Management Next	Business Insights: Essentials	https://link
Management Dynamics	Management	https://sea
Verwaltung und Management	EBSCO Open Access Journals	https://www
Danube Law and Economics	De Gruyter Open Journals	https://www
Czech Journal of Tourism	De Gruyter Open Journals	https://www
Management Review Quarterly	Management	https://sea
Cad. ADM Caderno de Administração	Management	http://peri
The Journal of Accounting	Management	https://sea
Accounting, Management & Information Technology	Management	https://cgg
RARR Revista de Administração	Management	https://sea
Air Cargo World (International Business Insights: Essentials)	Business (General)	https://link
International Journal of Management & Organization	Management	https://www
İktisadi Enstitüsü Dergisi	Management	https://sea
International Strategic Management Journal	Management	https://www
La Revue Gestion et Organisation	Management	http://www
International Journal of Business	Management	https://sea
Çankırı Karatekin University: Directory of Open Access Journals	Management	http://iibfd
Transportation Infrastructure	ProQuest Earth Science Journals	https://sea

The Extractive Industries	ScienceDirect Freedom Coll	Production & Operati	https://ww
IET Hybrid and Electric Ve	IEEE/IET Electronic Library (I	Transportation	https://iee
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2013 IEEE Vehicular Netw	IEEE/IET Electronic Library (I	Transportation	https://iee
Produktion	EBSCO Open Access Journal	Production & Operati	https://ww
IJM&P Independent Jour	ABI/INFORM Collection	Management	https://sea
Prestige International Jou	ABI/INFORM Collection	Management	https://sea
Journal of Applied Sport	ABI/INFORM Collection	Management	https://sea
Operations Research Pers	DOAJ: Directory of Open Acc	Production & Operati	http://www
OPM Organisational Proj	DOAJ: Directory of Open Acc	Management	http://epre
Journal of Chinese Manag	SpringerOpen	Management	https://link
Journal of Trust Managen	ABI/INFORM Collection	Management	https://sea
Administração de Empres	EBSCO Open Access Journal	Management	http://revi
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Transportation Research I	ScienceDirect Open Access T	Transportation	https://ww
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	Y	1/1/2010 Present	
	Y	1/1/2010 Present	
	Y	1/1/1999 Present	
	N	1/1/2011	12/31/2016
	Y	1/1/2014 Present	
	N	1/1/2010	5/31/2015
	N	1/1/2008	12/31/2017
	Y	8/1/1998 Present	
	Y	1/1/2010 Present	
	Y	3/30/2013 Present	1/1/2014 Present
sociation	N	9/1/2009 Present	
sociation	N	9/1/2008	9/1/2008
sociation	N	12/1/2008	12/1/2008
sociation	N	9/1/2009	9/1/2009
sociation	N	9/1/2009	9/1/2009
	Y	4/1/2010 Present	
	Y	3/1/2009 Present	
	Y	1/1/2010	7/1/2017
	N	1976-01-01 1978-01-0	1976-12-31 1985-10-01
	Y	9/1/2009	6/1/2017
	Y	9/1/2013 Present	
	Y	1/1/2009 Present	
	N	3/1/2014 Present	
	Y	11/1/2010 Present	
	Y	7/1/2005 Present	
	N	1/1/2015 Present	
	Y	7/1/2009 Present	
	Y	1/1/2010	12/31/2012
	N	1/1/2005 Present	
	Y	2/1/2013 Present	
	Y	1/1/2012 Present	
	Y	1/1/2013 Present	

	Y	1/1/2012	7/1/2017	
	N	8/1/2005 Present		
	Y	7/1/2013	1/1/2017	
978-0-230-32823-5	N	1/1/2009	1/1/2009	
	Y	6/1/2010 Present		
	Y	8/1/2016	1/1/2017	
	N	2010-06-01 2019-01-0	2017-12-31 Present	
	Y	9/1/2011 Present		
	Y	1/1/2011 Present		
	N	2/1/2000	2/1/2000	
	N	1/1/2010	1/1/2013	
	Y	3/1/2011 Present		
	N	7/1/2010	7/1/2011	
	Y	8/1/2011 Present		
	N	12/1/1987 Present		
	Y	3/1/2010	12/1/2012	
	Y	12/1/2010 Present		
	N	1/1/2017 Present		
	Y	1/1/2008 Present		
	Y	1/1/2010 Present		
	N	1/1/2004 Present		
978-1-4552978-1-282-	N	1/1/2010	12/31/2010	
978-1-4552978-1-283-	N	1/1/2010	12/31/2010	
978-1-4552978-1-283-	N	1/1/2010	12/31/2010	
	N	1/1/2013 Present		
	N	1/1/1999 Present		
	Y	1/1/2009 Present		
	N	3/7/2011 Present		
	Y	2/1/2011 Present		
	N	6/1/2009	6/1/2012	
	N	1/1/2009 Present		
	N	1/28/2011	12/7/2011	
	N	1/1/1995	12/31/2008	1/1/1995 #####
	N	1/1/1992	12/31/1994	1/1/1992 #####
	N	1/1/2010 Present		
	Y	6/1/2010 Present		
	Y	1/1/2009 Present		
	Y	3/6/2015 Present		
	Y	1/1/2009 Present		
	Y	10/1/2011	12/31/2018	
	Y	1/1/2010 Present		
	Y	1/1/2008 Present		
	Y	7/1/2010	12/1/2017	
	Y	7/1/2011 Present		
	N	4/1/2010	1/1/2016	
	N	4/1/2010	1/1/2016	
	N	1/1/2010	10/1/2015	

N	4/1/2010	1/1/2016
N	4/1/2010	1/1/2016
N	4/1/2010	1/1/2016
N	4/1/2010	1/1/2016
N	4/1/2010	1/1/2016
N	4/1/2010	1/1/2016
N	4/1/2010	1/1/2016
N	4/1/2010	1/1/2016
N	4/1/2010	1/1/2016
N	4/1/2010	1/1/2016
N	4/1/2010	1/1/2016
N	4/1/2010	1/1/2016
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N	4/1/2010	1/1/2016
N	4/1/2010	1/1/2016
N	4/1/2010	1/1/2016
N	1/1/2010	1/1/2016
N	4/1/2010	1/1/2016
N	4/1/2010	1/1/2016
N	4/1/2010	1/1/2016
N	1/1/2010	1/1/2016
N	1/1/2010	1/1/2016
N	4/1/2010	1/1/2016
N	1/1/2010	1/1/2016
N	1/1/2010	1/1/2016
N	1/1/2011	1/1/2016
N	7/1/2010	1/1/2016
N	1/1/2014 Present	
Y	11/1/2010 Present	
Y	1/1/2006	12/31/2017
Y	1/1/2010	12/31/2013
Y	1/1/2011 Present	
N	1/1/1995	12/31/2008
Y	1/1/2011 Present	
Y	3/1/2012 Present	
N	12/1/2007 Present	
N	1/1/1993 Present	
N	6/1/2011	5/31/2014
N	5/12/2011	4/6/2016
N	6/1/2011 Present	
Y	9/1/2010 Present	
Y	1/1/2008 Present	
N	3/1/2015 Present	
Y	5/1/1990 Present	
N	1/1/1995	12/31/2009 1/1/1995 #####

	N	6/1/2013	Present	
	Y	1/1/2011	Present	
	Y	12/1/2010		12/31/2010
	Y	1/1/2007	Present	
	Y	3/1/2007	Present	
	N	3/1/2012		12/31/2016 1/1/2012 Present
	Y	1/1/2011	Present	
	N	1/1/1999	Present	
	Y	7/1/2004	Present	
	N	10/1/2011	Present	
	N	1/1/2010	Present	
	Y	1/1/2015	Present	
	Y	3/20/2012	Present	1/1/2012 Present
978-1-4623	978-1-283- N	1/1/2011		12/31/2011
978-1-4552	978-1-283- N	1/1/2011		12/31/2011
	Y	1/1/2009	Present	
	Y	12/1/2010	Present	
	Y	1/1/2009	Present	
	Y	3/30/2018	Present	
	Y	3/1/2012	Present	
	N	1/1/1993		10/1/2010
	Y	7/1/2011	Present	
	Y	1/1/2007	Present	
	N	8/1/1954		8/1/1985
978-1-4635	978-1-283- N	1/1/2012		12/31/2012
	Y	1/1/2011	Present	
	N	1/1/2012		9/1/2012
	N	1/1/2012	Present	
	Y	1/1/2011	Present	
	N	1/1/2010	Present	
	Y	1/1/2002	Present	
	Y	1/1/2016		1/1/2017
	Y	1/1/2016	Present	
	N	5/1/2012		12/31/2018
	Y	1999-01-01	2006-01-0 2004-12-31	Present
	Y	4/1/2012		4/30/2012
	N	1/1/2003	Present	
978-1-4635	978-1-4635 N	1/1/2011		12/31/2011
	Y	8/1/2012	Present	
	Y	3/1/2014	Present	
	Y	1/1/2012	Present	
	Y	12/2/2012	Present	
	N	1/1/2011	Present	
	N	1/1/2012	Present	
	N	1/1/2011	Present	
978-1-4614	978-1-283- N	1/1/2002		12/31/2002
	N	7/1/2013	Present	

	Y	1/1/2009	Present	
	Y	1/1/2013	Present	
978-1-475	978-1-475	N	1/1/2012	12/31/2012
	Y	1/1/2015	Present	
	Y	1/1/2012	Present	
	Y	1/1/2015	Present	
	Y	1/1/2013	Present	
	Y	1/1/2009	Present	
	Y	7/1/2011	Present	
	N	3/1/2012	Present	
	N	1/1/2006	Present	
	N	1/1/2006	Present	
	Y	1/1/2011	Present	
	Y	1/1/2013	Present	
	Y	10/1/2013	Present	
	N	2/1/2000	Present	
	Y	10/1/1996		6/1/2017
	Y	1/1/2012	Present	
	Y	1/1/2012	Present	
	Y	1/1/1999	Present	
	Y	1/1/1999	Present	
978-1-475	978-1-299	N	1/1/2010	12/31/2010
978-1-475	978-1-299	N	1/1/2012	12/31/2012
978-1-475	978-1-299	N	1/1/2012	12/31/2012
	Y	5/1/2013	Present	
	Y	1/1/2008	Present	
	Y	1/1/2006	Present	
	Y	2015-04-01	2018-01-0	2016-12-31 Present
978-1-849	1	N	1/1/2012	12/31/2012
	N	2/1/2013		10/31/2013
	N	1/1/2013	Present	
	Y	1/1/2004	Present	
	N	3/6/2013	Present	1/1/2013 Present
	Y	9/8/2013	Present	1/1/2013 Present
	N	3/1/2005		12/1/2018
	Y	1/1/2005	Present	
	Y	1/1/2017	Present	
	N	1/1/1998	Present	
	Y	1/1/2015	Present	
	N	7/1/2010		4/30/2015
	Y	3/30/2013	Present	1/1/2014 Present
	N	1/1/2011		1/1/2016
	Y	12/1/2013		12/31/2015 ##### Present
	N	1/1/2013	Present	
	Y	3/1/2013	Present	
	Y	1/1/2011	Present	
	N	3/1/2014	Present	

N	3/1/2014 Present		
978-1-8491N	1/1/2013	12/31/2013	
978-1-4799	978-1-4799	1/1/2013	12/31/2013
978-1-4799	978-1-4799	1/1/2013	12/31/2013
N	1/1/2015 Present		
N	1/1/2013 Present		
N	7/1/2010	7/1/2017	
Y	1/1/2009 Present		
N	1/1/2014 Present		
N	1/1/2014 Present		
N	1/1/2014	12/31/2014	1/1/2013 Present
N	5/1/2014	11/1/2016	
N	1/1/2002 Present		
N	6/1/2014 Present		
Y	10/1/2012	10/31/2012	
N	1/1/2014 Present		
N	1/1/2014 Present		
N	2002-01-01	2004-01-0	2002-12-31 2010-12-31 2013-08-31
Y	1/1/2012	12/31/2016	
N	1/1/2014 Present		1/1/2014 Present
N	2010-01-01	2016-01-0	2014-12-31 2017-12-31
N	7/1/2013 Present		
Y	1/1/2013 Present		
N	1/1/2010	1/1/2015	
N	6/1/2016 Present		
N			
N	4/1/2014 Present		
N	5/1/2014	12/1/2016	
N	1/1/2015 Present		
N	1/1/2011	12/31/2016	
N	12/12/2015	12/12/2018	1/1/2014 Present
N	5/1/1998	10/1/2013	
N	1/1/2013 Present		
Y	3/1/2015 Present		
N	8/25/2005 Present		
Y	1/1/2015 Present		
Y	3/1/2014 Present		
N	1/1/1975	2/1/1996	
N	1/1/2014	12/31/2014	1/1/2014 #####
N	1/1/1971 Present		
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N	1/1/2015 Present		
N	1/1/2015 Present		
Y	1/1/2015 Present		
Y	7/1/2001 Present		
N	9/1/2010 Present		
N	3/1/2014 Present		

	N	1/1/2014 Present	
	N	4/1/2016 Present	
	N	1/1/2008 Present	
	N	12/1/2012 Present	
	N	5/25/2016 Present	
	Y	1/1/2016 Present	
	N	1/1/1993	12/31/2012
978-1-484	978-1-484	N	1/1/2016 12/31/2016
	N	6/1/2016	1/31/2019
	N	1/1/2000 Present	
	N	1/1/2015 Present	
	Y	3/1/2003 Present	
978-1-475	978-1-475	N	1/1/1996 12/31/1996
978-1-475	978-1-475	N	1/1/2016 12/31/2016
	N	1/25/2017 Present	
978-1-475	978-1-475	N	1/1/2017 12/31/2017
	N	1/1/2012 Present	
978-1-509	978-1-509	N	1/1/2017 12/31/2017
	N	4/1/2007	12/31/2018
	N	1/1/2005 Present	
	Y	1/1/2014 Present	
	N	1/1/2016 Present	
978-1-504	N	1/1/2016	12/31/2016
	N	2/14/2013 Present	
	N	12/10/2013 Present	
	N	1/1/2016 Present	
978-1-484	978-1-484	N	1/1/2017 12/31/2017
	N	1/1/2013 Present	
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	N	1/1/1977 Present	
	N	1/1/2017 Present	
	N	1/1/2004 Present	
978-1-484	978-1-484	N	1/1/2018 12/31/2018
	N	1/1/2008 Present	
	N	1/1/2007 Present	
	N	1/1/2007 Present	
	N	1/1/2009	12/31/2012
	N	1/1/2009 Present	
	N	1/1/2000 Present	
	N		
	N	1/1/1995 Present	
	N	4/1/2016	4/1/2017
	N	1/1/2002 Present	
	N	8/1/2019 Present	
978-1-513	978-1-513	N	1/1/2019 12/31/2019
	N	1/1/2005 Present	

978-1-5135978-1-5135	N	1/1/2019	12/31/2019
	Y	7/1/2017 Present	
	N	6/1/2019 Present	
	N	1/1/2012 Present	
	N	1/1/2016 Present	
978-1-5386978-1-5386	N	1/1/2019	12/31/2019
978-1-5135978-1-5135	N	1/1/2019	12/31/2019

Embargo	CustomEm	Description	ResourceT	PackageCo	PackageType
		Articles selected through anonyr	Journal	Aggregatec	Complete
		Provides accessible articles abou	Journal	Aggregatec	Complete
			Journal	Aggregatec	Complete
		Provides essential information tc	Journal	Aggregatec	Complete
		Provides the latest ideas & techn	Journal	Aggregatec	Complete
			Journal	Aggregatec	Complete
1 years			Journal	Aggregatec	Complete
		A new professional journal dedic	Journal	Aggregatec	Complete
		The magazine for airconditioning	Journal	Aggregatec	Complete
			Journal	Aggregatec	Complete
		Offers in-depth, research-orient	Journal	Aggregatec	Complete
			Journal	Aggregatec	Complete
		Covers all aspects of human reso	Journal	Aggregatec	Complete
		Aims to identify the optimum str	Journal	Aggregatec	Complete
			Newsletter	Aggregatec	Variable
		Articles focus on the applied rese	Journal	Aggregatec	Complete
		Deals with all aspects of leaders	Journal	Aggregatec	Complete
		Presenta reportajes y artí	Journal	Aggregatec	Complete
			Journal	Aggregatec	Complete
		Provides information for account	Journal	Aggregatec	Complete
			Journal	Aggregatec	Complete
			Journal	Aggregatec	Complete
		Provides comprehensive coverag	Journal	Aggregatec	Complete
		Centrally concerned with issues	Journal	Aggregatec	Complete
			Report	Aggregatec	Complete
			Report	Aggregatec	Complete
			Report	Aggregatec	Complete
			Journal	Aggregatec	Complete
		Son objectif est de permettre au	Journal	Aggregatec	Complete
		Dedicada a las ciencias administr	Journal	Aggregatec	Complete
		Dirigida hacia académicos,	Journal	Aggregatec	Complete
			Journal	Aggregatec	Complete
		El enfoque y tematica de los arti	Journal	Aggregatec	Complete
		Nuevas perspectivas en el á	Journal	Aggregatec	Complete
		Es una revista especializada en t	Journal	Aggregatec	Variable
		La revista refleja la vida empresa	Journal	Aggregatec	Variable
			Journal	Aggregatec	Variable
		Provides information about liftin	Journal	Aggregatec	Complete
		Provides tutorial coverage of suk	Journal	Aggregatec	Complete
		Seeks to publish work in manage	Journal	Aggregatec	Complete
		Serves all those directly involved	Journal	Aggregatec	Complete
1 years			Journal	Aggregatec	Complete
18 months		Provides a discussion forum for t	Journal	Aggregatec	Complete
			Journal	Aggregatec	Complete
		OProvides a blend of news, comr	Journal	Aggregatec	Complete
		Presents research that pushes th	Journal	Aggregatec	Complete

	Journal	Aggregatec Complete
	Journal	Aggregatec Complete
	Journal	Aggregatec Complete
	Journal	Aggregatec Complete
	Journal	Aggregatec Complete
1 years	A journal devoted to the study o	Journal Aggregatec Variable
	Journal	EJournal Variable
	Covers traffic modeling, transpor	Journal EJournal Variable
	Journal	Aggregatec Complete
	Journal	Aggregatec Complete
	Journal	Aggregatec Complete
	Pretende servir de foro para can	Journal Aggregatec Complete
	Voltada à comunidade aca	Journal Aggregatec Complete
	Contains articles on work life; Ai	Journal Aggregatec Complete
1 years	Publishes articles for the Univers	Journal Aggregatec Complete
	Journal	Aggregatec Complete
	Advocates the freedom of thoug	Journal Aggregatec Variable
	Addresses emerging trends and c	Journal Aggregatec Complete
	Publica art�culos con notas y con	Journal Aggregatec Complete
	Aims to broaden and internation	Journal Aggregatec Complete
	Covers the key disciplines are e-l	Journal Aggregatec Variable
	Journal	Aggregatec Variable
	Peer-reviewed coverage of issue	Journal Aggregatec Variable
	Journal	Aggregatec Variable
	Journal	Aggregatec Complete
	Journal	Aggregatec Complete
	Journal	Aggregatec Complete
	Journal	Aggregatec Complete
	Journal	Aggregatec Variable
	Covers theoretical and applicabl	Journal EJournal Complete
	Journal	Aggregatec Complete
	Presents information on supply c	Journal Aggregatec Complete
	Journal	Aggregatec Complete
	Journal	Aggregatec Complete
	Journal	Aggregatec Complete
	Dedicated to the publication of a	Journal Aggregatec Complete
	Purpose is to contribute to the a	Journal Aggregatec Complete
	Journal	Aggregatec Complete
	Report	Aggregatec Complete
	Journal	Aggregatec Variable
	Journal	Aggregatec Complete
	Publishes cutting edge e-busines	Journal Aggregatec Complete
	Journal	Aggregatec Variable
	Journal	Aggregatec Variable
	Journal	Aggregatec Variable
	Focuses on business and econorr	Journal Aggregatec Complete
	Órgano de difusión s	Journal Aggregatec Complete
	Publica artículos emp	Journal Aggregatec Complete

1 years	Journal	Aggregatec Complete
1 years	Journal	Aggregatec Complete
	Journal	Aggregatec Variable
	Aims to enhance education in op	Journal Aggregatec Complete
	Journal	Aggregatec Complete
	Journal	Aggregatec Complete
	Journal	Aggregatec Complete
	Journal	Aggregatec Complete
	Peer-reviewed articles aimed at	Journal Aggregatec Complete
	Journal	Aggregatec Variable
	Journal	Aggregatec Complete
1 years	Journal	Aggregatec Complete
	Contains original scientific paper	Journal Aggregatec Complete
	Provides a discussion forum for t	Journal EJournal Complete
	Focuses on management, marke	Journal Aggregatec Variable
	Articles, commentary and review	Journal Aggregatec Complete
	Journal	Aggregatec Complete
	Dedicated to scientific progress i	Journal Aggregatec Variable
	Scientific research into the probl	Journal Aggregatec Complete
	Collection of articles pertaining t	Journal Aggregatec Complete
1 years	Journal	Aggregatec Complete
1 years	Journal	Aggregatec Complete
1 years	Journal	Aggregatec Complete
	Journal	Aggregatec Complete
	Publishes information of interest	Journal Aggregatec Complete
	Journal	Aggregatec Complete
	Features articles by business pro	Journal Aggregatec Complete
	Journal	Aggregatec Variable
	Features scientific research in m:	Journal Aggregatec Variable
	Provides a platform for debate a	Journal Aggregatec Complete
	A missao e servir as comunidade	Journal Aggregatec Variable
	Dedicated to publishing research	Journal Aggregatec Complete
	Journal	Aggregatec Complete
	Proceeding	Aggregatec Complete
	Publishes information on all area	Journal Aggregatec Complete
1 years	Journal	Aggregatec Complete
	Aims to promote awareness and	Journal EJournal Complete
	Presents thought-provoking guid	Journal Aggregatec Complete
	Discusses all fields of managem	Journal Aggregatec Complete
	Covers topics in all areas of man:	Journal Aggregatec Complete
	Publishes original papers in field:	Journal EJournal Variable
	Covers business ethics, corporat	Journal Aggregatec Complete
	Report	Aggregatec Complete
	Report	Aggregatec Complete
	Promotes the advancement of t	Journal Aggregatec Complete
	Publishes articles that expand kn	Journal Aggregatec Complete
	Proceeding	Aggregatec Complete

		Proceeding	Aggregatec	Complete
	Publishes articles related to man	Journal	Aggregatec	Complete
		Report	Aggregatec	Complete
		Report	Aggregatec	Complete
		Report	Aggregatec	Complete
		Report	Aggregatec	Complete
		Report	Aggregatec	Complete
		Report	Aggregatec	Complete
		Report	Aggregatec	Complete
		Journal	Aggregatec	Variable
4 years	Articles and book reviews that in	Journal	Aggregatec	Variable
		Journal	Aggregatec	Complete
	Presents information for interna	Journal	Aggregatec	Variable
	Peer-reviewed coverage of topic	Journal	Aggregatec	Complete
	Covers economics, history of ecc	Journal	Aggregatec	Complete
	Publishes articles and papers rel	Journal	Aggregatec	Complete
		Journal	Aggregatec	Complete
		Journal	EJournal	Variable
	Tiene como objetivo convertirse	Journal	Aggregatec	Complete
	Intended to provide perspective	Journal	Aggregatec	Complete
	Articles focus on various areas of	Journal	Aggregatec	Complete
	Covers a variety of social science	Journal	Aggregatec	Complete
		Report	Aggregatec	Complete
		Journal	Aggregatec	Complete
	Covers topics in manufacturing s	Journal	Aggregatec	Complete
	Discusses scientific achievement	Journal	Aggregatec	Complete
		Journal	Aggregatec	Complete
		Journal	Aggregatec	Complete
	Features articles on Communicat	Journal	Aggregatec	Complete
		Journal	Aggregatec	Complete
		Journal	Aggregatec	Complete
		Journal	Aggregatec	Complete
		Journal	Aggregatec	Complete
		Journal	Aggregatec	Variable
	This journal deals in all aspects o	Journal	Aggregatec	Complete
	Provides information about man	Journal	Aggregatec	Complete
		Journal	Aggregatec	Complete
	Sona e-Mag provides a gist of qu	Journal	Aggregatec	Complete
		Journal	Aggregatec	Complete
		Journal	Aggregatec	Complete
		Journal	Aggregatec	Complete
1 years		Journal	Aggregatec	Complete
		Journal	EJournal	Variable
		Journal	Aggregatec	Complete
		Journal	Aggregatec	Complete
		Journal	Aggregatec	Complete
	Committed to publishing original	Journal	Aggregatec	Complete

1 years

	Journal	Aggregatec Complete
Focuses on topics related to mar	Journal	Aggregatec Complete
Covers topics related to technol	Journal	Aggregatec Complete
	Journal	Aggregatec Variable
Revista trimestral dirigida a estu	Journal	Aggregatec Complete
Publishes articles in all areas of n	Journal	Aggregatec Complete
Dedicated to the latest advancer	Journal	EJournal Variable
Focuses on issues related to the	Journal	Aggregatec Variable
Articles focus on various areas of	Journal	Aggregatec Complete
Publishes fundamental studies in	Journal	Aggregatec Complete
	Journal	Aggregatec Complete
Aims to contribute to the improv	Journal	Aggregatec Complete
	Proceeding	Aggregatec Complete
	Proceeding	Aggregatec Complete
	Proceeding	Aggregatec Complete
Aims to contribute to Romanian	Journal	Aggregatec Complete
Aims to deal with a broad spectr	Journal	Aggregatec Complete
Covers the field of Accounting, B	Journal	Aggregatec Complete
	Journal	EJournal Complete
Dedicated primarily to the discus	Journal	Aggregatec Complete
Focuses on topics in business & r	Journal	Aggregatec Complete
	Journal	Aggregatec Variable
Tem como foco a divulgaç	Journal	Aggregatec Complete
	Journal	Aggregatec Complete
	Journal	Aggregatec Selectable
	Proceeding	Aggregatec Complete
	Report	Aggregatec Complete
	Report	Aggregatec Complete
	Report	Aggregatec Complete
	Report	Aggregatec Complete
Covers several aspects of manag	Journal	Aggregatec Complete
Publishes managerial and policy	Journal	Aggregatec Complete
Publishes articles for professiona	Journal	Aggregatec Complete
	Journal	Aggregatec Complete
	Journal	Aggregatec Complete
	Journal	Aggregatec Complete
Articles focus on the scientific co	Journal	Aggregatec Complete
	Journal	Aggregatec Complete
Publishes papers in the areas of	Journal	Aggregatec Complete
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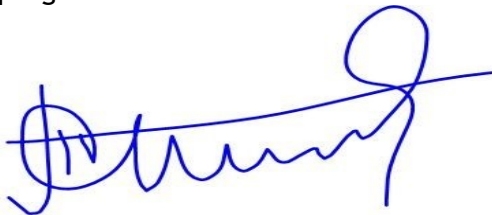
Appendix F

ITOM Program Progress Report

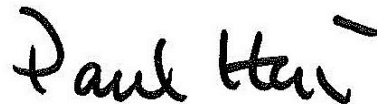
Progress Report on Program Review Action Plans

The Florida Board of Governors mandates formal program reviews every 7 years to be conducted in a process approved by the institution's Board of Trustees. As part of the review process, FAU requires programs to file a post-review report on progress made on the individual action items that came out of the formal review. The unit is responsible for implementing the action plan and assessing its progress on key goals at the 4-year interim. This progress report is to be completed by the Department Chair/School Director in consultation with faculty and Dean of the College.

1. Department: Information Technology and Operations Management
2. Programs reviewed: BBA/BS in Management Information Systems and MS in Information Technology and Management
3. Date of last BOG-mandated review of programs in your department: Spring 2014
4. In reviewing the items on the action plan that came about from the last formal review of programs in your department/school, please comment on EACH item where progress/success has been achieved. Give the timeline for implementation of those items and some assessment of the success of that implementation. If some progress has been made on the item, but more needs to occur, indicate so in the timeline.
5. In reviewing the items on the action plan that came about from the last formal review of programs in your department/school, please comment on EACH item where progress has not been made. What have been the roadblocks in achieving success on those items? What steps is the department taking to overcome those roadblocks?
6. What other major changes have been made or have occurred in department/school programs that will likely impact (positively or negatively) the next BOG-mandated program review?



Signature of Department Chair



Signature of Dean

June 15, 2018

In reviewing the items on the action plan that came about from the last formal review of programs in your department/school, please comment on EACH item where progress/success has been achieved. Give the timeline for implementation of those items and some assessment of the success of that implementation. If some progress has been made on the item, but more needs to occur, indicate so in the timeline.

Goal 1: To distinguish and brand the Department and the College in Business Analytics.

- **Creation of Center for Business Analytics.** Since the Program Review was conducted, the University has taken a number of steps to advance data analytics as an institutional priority which has mitigated the urgency and importance of establishing a distinct Center for Business Analytics. At the same time, the Department Chair has played an integral role in coalescing targeted partners to advance analytics within the College and she serves as the College's representative on the University Data Analytics Strategic Platform Steering Committee.
- The Vice President of Research created the university-wide Center for Data Analytics, and appointed Engineering Professor Taghi Khoshgoftaar as Chair of the Center.
- Within the College, Business Analytics continues to be an important component of the Department's mission and the College's strategic efforts. Key objectives in support of both include industry participation, strategic faculty hiring, and curriculum and program development. While a number of these objectives have been achieved, efforts to strengthen analytics are ongoing.
- Interested faculty across departments in the College have worked to advance Business Analytics across disciplines. For example, courses in Health Administration analytics and Sports Management analytics have been offered and are very popular. Another achievement is the creation of the Business Analytics track in the MS in Information Technology and Management program. Similarly, we have created a Business Analytics Graduate Certificate for professionals and students from other fields. Both of these programs are highly popular as well.

Goal 2: To strengthen the area of Operations and Supply Chain Management.

- **Engage the faculty in a strategic exercise intended to develop the most appropriate academic undergraduate/graduate program to advance Supply Chain Management (SCM) as a critical area of business preparation at FAU.** The Department conducted a comprehensive examination of the demand, the resources, and the cross-disciplinary options for creating a viable program in Supply Chain Management. Critical relationships with the Departments of Marketing and International Business in the College of Business, and the Department of Civil Engineering in the College of Engineering and Computer Science have been developed. Efforts focused on how to incorporate courses from programs offered by the respective departments.

Associate Professor David Menachof from the University of Hull, UK, was recently hired to lead the Supply Chain Management and Ports Logistics initiative. He has

held multiple meetings with the targeted departments and redesigned the undergraduate and graduate courses for Quality Management and Supply Chain Management. Together with our department partners, we are in the process of creating a Graduate Certificate in Supply Chain Management and Transportation Logistics which is now being reviewed by the faculty in both colleges. We expect the Certificate to be in the catalog during the next academic year. Dr. Menachof and the Department Chair also designed a proposed graduate Master degree in Supply Chain Management. Preliminary procedural steps are being undertaken to obtain approval for such a program.

- **Create a Center for Supply Chain Management.** The Department has also been working toward creation of a Supply Chain Center. Dr. Menachof has developed a network of industry contacts who are stakeholders in South Florida, including the Fort Lauderdale and Boca Raton Chamber of Commerce and the Port Everglades Association. He is also working with other stakeholders in the industry, College of Engineering and the College of Business including Dr. Len Trevino, Director of the International Business Program, to develop a vision for the Center.

Goal 3: To enhance the quality of the undergraduate MIS programs and the graduate MSITM program.

- **The department will consider reintroducing programming as an area of concentration.** The Department has been working toward this academic goal. The number of sections of the core programming course (ISM 3230) was increased. Previously we offered one section each Fall and each Spring whereas now two sections are offered each semester, and one section in the Summer. The Department is promoting the value of programming and web development skills and the student demand for programming is being met.

During 2015-2016, we started integrating mobile development into business courses (ISM 6058 and ISM 4053). Initially these courses had low enrollments. With the Dean's office support these lower enrolled courses were not cancelled for a period of 2 to 3 years. The courses now have strong and stable enrollments.

In the Spring 2018, a Web Development project course was initiated which included the following skills: creating dynamic web content, with user transactions, based on PHP, Java Server Pages and Servlets, Java Script, and HTML 5. The Chair assigned an instructor with a very good reputation among the students to teach the course. However, even with the active promotion of ISM 3230 instructors, the course had low enrollment. The Chair is working with the Dean's office to ensure that lower enrollment of the course will not affect availability with the hope that in time it will become popular -- similar to the pattern that evolved with the courses previously described. Once this goal is achieved, we will be ready to reintroduce the programming track.

In reviewing the items on the action plan that came about from the last formal review of programs in your department/school, please comment on EACH item where progress has not been made. What have been the roadblocks in achieving success on those items? What steps is the department taking to overcome those roadblocks?

Goal 1:

- **Development of concentration in Business Analytics for MBA students.** At this time a concentration has not been developed due to strategic planning priorities of the MBA and Market rate programs. We are planning to continue to work on this goal as we prioritize various issues.
- **Naming the Center with a \$15 million donation.** This was a long-term goal. In line with the strategic accomplishments of FAU in creating University-wide Data Analytics center, we are looking toward accepting gifts and donation of a central initiative particularly aimed at the continuous development of impactful research and curriculum in Business Analytics in the College of Business.

Goal 2:

- **Supply Chain Management programs.** At this time we have not formally requested to initiate the process of new degree undergraduate / graduate programs in Supply Chain Management. As explained above, we expect certificate programs to be in the catalog by the next academic year, and to develop a clearer vision regarding a Master's program of Supply Chain Management/Transportation Logistics going forward.
- **Create a Center for Supply Chain Management.** At this time, we have not yet established a Center since this is a long-term exercise that involves all levels of University leadership. As described above, we are working on a number of initiatives in an effort to build programmatic offerings and relationships with industry partners.

What other major changes have been made or have occurred in department/school programs that will likely impact (positively or negatively) the next BOG-mandated program review?

- We have experienced significant enrollment growth both in the undergraduate and graduate programs. We have one full professor in MIS retiring as of next year. We have one visiting instructor (on a 4–4) load who has been appointed for two years and the next academic year is mandated to be his last allowed. This resulted in straining of faculty resources in both teaching and research.
- In particular, currently there are no in-unit full professors of Management Information Systems in the Department compared to three full professors in Operations Management. This creates an imbalance that may (positively or negatively) impact tenure and promotion decisions, research productivity, and program development. The only currently existing undergraduate and graduate programs in the Department are both in Management Information Systems.
- To meet the current class offering demand, the Department employs 9 to 11 adjunct faculty (each teaching 2-5 courses per year) and has 16 full time faculty.

Appendix G

Support Letter from Port Everglades Association



Daniel Gropper, Dean
College of Business
Florida Atlantic University
College of Business
777 Glades Rd.
BU (86) Suite 320
Boca Raton, FL 33431

RE: Support for launch of Masters in Supply Chain Management

Dear Dean Gropper:

The Port Everglades Association, Inc. is a trade association with over 110 member firms involved in shipping, trade, finance, education, legal and logistics along the whole of the supply chain. We have represented our members with the Port for over 40 years.

In 2018/2019, 25 million tons of waterborne cargo and nearly 4 million cruise passengers moved through Port Everglades. These numbers translated to 13,000+ local jobs and more than \$30 billion a year in economic activity.

As Port Everglades continues to grow so does the need for knowledgeable talent that is demanded by our members. As our education partner FAU recognizes the need for continuing to increase the educational opportunities for those in and coming to the industries that support the Port. By focusing on courses in shipping, trade and logistics from a supply chain point of view along with the emphasis on business analytics, the value of FAU's proposed Master of Science in Supply Chain Management is readily acknowledged as desired by our members.

The future growth of the port community is dependent upon new talent entering the industry. Florida Atlantic University has been a long-term member of the Port Everglades Association, Inc. and as such PEA members would like to support FAU in making this advance degree a reality. Members are willing to be available to participate in an Advisory Board capacity, through guest lecturing and port and facility tours.

Please let us know your thoughts and should you have any questions please contact me.

Sincerely,

A handwritten signature in blue ink that reads 'Lori Baer'. The signature is fluid and cursive, with the first name 'Lori' and last name 'Baer' clearly distinguishable.

Lori Baer
Executive Director

Appendix H

Faculty CVs

SUNIL BABBAR

Professor
Department of Information Technology and Operations Management
College of Business
Florida Atlantic University
3200 College Avenue
Davie, FL 33314
E-Mail: Babbar@fau.edu
Tel: (954) 236-1631

EDUCATION

December, 1988	Ph.D. Major:	Kent State University Operations Management
August, 1983	M.B.A.	Kent State University
July, 1979	M.A.	Economics, Meerut University, Meerut, India
July, 1977	B.A.	Economics, Meerut University, Meerut, India

ACADEMIC APPOINTMENTS

August 2011 - present	Professor, Department of Information Technology & Operations Management, Florida Atlantic University, Boca Raton, Florida.
August 2001 - July 2011	Associate Professor, Department of Information Technology & Operations Management, Florida Atlantic University, Boca Raton, Florida.
August, 1998 - July 2001	Assistant Professor, Department of Information Technology & Operations Management, Florida Atlantic University, Boca Raton, Florida.
August, 1997 - June 1998	Visiting Assistant Professor, Department of Management, University of Missouri-Columbia, Columbia, Missouri.
August, 1990 - May, 1997	Assistant Professor, Department of Management, Kansas State University, Manhattan, Kansas.
August, 1987 - July, 1990	Assistant Professor, Department of Management, Bryant College, Smithfield, Rhode Island.
January, 1983 - July, 1987	Teaching Fellow, Department of Administrative Sciences, Kent State University, Kent, Ohio.

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- Sheu, C., McHaney, R. and Babbar, S., “Service Process Design Flexibility and Customer Waiting Time”, *International Journal of Operations & Production Management*, Vol. 23, No. 8, 2003, pp. 901-917. **(ABS 4)**
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- Babbar, S., and Aspelin, D. J., “TQM? It's as Easy as ABC”, *The TQM Magazine*, Vol. 6, No. 3, 1994, pp. 32- 38.
- Babbar, S., “Molding Students into Better Decisionmakers and Managers: An Experiential Learning Exercise”, *Journal of Education for Business*, Vol. 69, No. 3, 1994, pp. 149-153.
- Babbar, S., and Rai, A. “Competitive Intelligence for International Business”, *Long Range Planning*, Vol. 26, No. 3, 1993, pp. 103-113. **(This paper is listed as a “Suggested reading” in *International Dimensions of Management*. It is also heavily quoted and cited in *International Management: A Cultural Approach*.) (ABS 3)**
- Babbar, S.,” Measurement Precision in Quality Management: An Empirical Investigation on Using Gauge Blocks as a Calibration Standard”, *International Journal of Quality & Reliability Management*, Vol. 10, No. 5, 1993, pp. 20-32.
- Babbar, S., “A Dynamic Model for Continuous Improvement in the Management of Service Quality”, *International Journal of Operations & Production Management*, Vol. 12, No. 2, 1992, pp. 38-48. **(ABS 4)**
- Babbar, S. and Rai, A., “Computer Integrated Flexible Manufacturing: An Implementation

Framework”, *International Journal of Operations & Production Management*, Vol. 10, No. 1, 1990, pp. 42-50. (ABS 4)

PUBLISHED REFEREED COLUMNS

Babbar, S., “Shaping Product Usability through Attention to Detail: From the Classroom to the Real World”, *Decision Line*, 2005, Vol. 36, No. 1, pp. 4-7.

REFEREED PUBLICATIONS IN THE PROCEEDINGS OF NATIONAL AND INTERNATIONAL ACADEMIC CONFERENCES

Note: The following listings are papers that were blind-refereed on a “full paper” basis and published in full or in part in the proceedings of national/international conferences. These papers were also presented at the related conference.

Babbar, S. and Behara, R., “An Extended Framework for Fail-Safing in Services”, *Proceedings of the Decision Sciences Institute’s National Meeting*, 2009.

Koufteros, X. and Babbar, S., “Airline Service Quality: The Human Element”, *Proceedings of the Decision Sciences Institute’s National Meeting*, 2007.

Koufteros, X., Babbar, S., Behara, R. and Kaighobadi, M., “An Empirical Study of the Strategic Impact of Supplier Selection and Development Practices”, *Proceedings of the Decision Sciences Institute’s National Meeting*, 2001.

Babbar, S., White, E.M and Behara, R.S., “Mapping Product Functionality Through Usability Attributes”, *Proceedings of the Decision Sciences Institute’s National Meeting*, 2000.

Jongsuwanrag, W., Prasad, S. and Babbar, S., “A Survey of Inventory Systems Used by Foreign Firms in Thailand”, *Proceedings of the Decision Sciences Institute’s National Meeting*, 2000.

Tata, J., Prasad, S. and Babbar, S., “International Quality Management in the 1990s: Publication Patterns”, *Proceedings of the Decision Sciences Institute’s National Meeting*, 1998.

Prasad, S., Babbar, S. and Ayhan, C., “A Comparative Assessment of International Operations Management (IOM) and OM Research”, *Proceedings of the Decision Sciences Institute’s National Meeting*, 1998.

Sheu, C., Babbar, S. and McHaney, R., “Performance Contingencies of Alternative Service Process Designs: A Simulation Study”, *Proceedings of the Decision Sciences Institute’s National Meeting*, 1997.

Babbar, S. & Aspelin, D.J., “Managing Employee Workload: A Perspective for Long-Term Performance”, *Proceedings of the Decision Sciences Institute’s National Meeting*, 1996.

- Sheu, C. & Babbar, S., "A Comparative Study of Alternative Service Process Designs", *Proceedings of the Asia-Pacific Meeting of the Decision Sciences Institute*, 1996.
- Babbar, S. & Sheu, C., "Managing Customer Waiting Time Through Process Design to Ensure Fairness and Efficiency in Service Delivery", *Proceedings of the Decision Sciences Institute's National Meeting*, 1995.
- Babbar, S. & Aspelin, D.J., "ISO Standards and Registration: Benefiting from the Parallels to TQM", *Proceedings of the Decision Sciences Institute's National Meeting*, 1995.
- Aspelin, D.J. & Babbar S., "The Overtime Rebellion: A Symptom of a Bigger Problem", *Proceedings of the Decision Sciences Institute's National Meeting*, 1995.
- Babbar, S., "Management Education: An Experiment in Teaching by Example", *Proceedings of the Decision Sciences Institute's National Meeting*, 1994.
- Babbar, S. & Aspelin, D.J., "Managing Customer Service: In Search of a 'No Cost' Solution?", *Proceedings of the Decision Sciences Institute's National Meeting*, 1994.
- Babbar, S. & Aspelin, D.J., "TQM Implementation: Breaking Through the Barriers", *Proceedings of the Decision Sciences Institute's National Meeting*, 1994.
- Aspelin, D.J. & Babbar, S., "Corporate America: What Went Wrong?", *Proceedings of the Decision Sciences Institute's National Meeting*, 1994.
- Rayburn, W.E., Rai, A. & Babbar, S., "Information Technology and the Quality Revolution: The Role of Government", *Proceedings of the Decision Sciences Institute's National Meeting*, 1993.
- Babbar, S., "Applying TQM to Business Education: A Case Study in Teaching Operations Management", *Proceedings of the Decision Sciences Institute's National Meeting*, 1993.
- Babbar, S., "Shaping through Sensitivity a Culture for Continuous Improvement in the Quality of Services: A Proposed Framework", *Proceedings of the Decision Sciences Institute's National Meeting*, 1993.
- Babbar, S., "Instilling Sensitivity to Detail in Decision Making: Exercises in a Decision Analysis Course", *Proceedings of the Decision Sciences Institute's National Meeting*, 1992.
- Babbar, S., & Rai, A., "Managing for Competitiveness in a Global Environment: A Conceptual Analysis", *Proceedings of the Association of Management's National Meeting*, 1992.
- Babbar, S., "Enhancing Through Educational Leadership the Students' Capacity for Managing Effectively Into the 21st Century", *Proceedings of The Association of Management's National Meeting*, 1992.
- Babbar, S., and Enrick, L.N., "Measurement Precision in Manufacturing: The Paradox of Standards", *Proceedings of the Decision Sciences Institute's National Meeting*, 1990.

OTHER REFEREED PUBLICATIONS IN PROCEEDINGS

Babbar, S., “TQM: Should, What, How, and Why of Implementation - A Panel Discussion” (with other Panel members), *Proceedings of the Decision Sciences Institute’s Midwest Meeting*, 1995.

SOME RESEARCH IN PROGRESS

Assessing the Research Quality, Productivity, and Social Networks of Authors and Institutions Via Publications Across an Elite Set of OM Journals” (Target: ABS 4 or 3 journal)

“An Experimental Study of Ethical Behavior” (Target: ABS 4 or 3 journal)

RESEARCH-RELATED AWARDS AND RECOGNITIONS

- **Member of the Editorial Boards of Four Journals:** *International Journal of Operations & Production Management* (an **ABS 4 journal**) (2017-present); *Decision Sciences Journal of Innovative Education* (2010-present); *International Journal of Services and Operations Management* (2004-present), and *International Journal of Integrated Supply Management* (2009-present).
- My published papers relating to Quality and Business Ethics are now cited, among others, **in the leading OM textbook by Krajewski et. al., (Pearson/Prentice-Hall, 10th Ed., 2013; and 11th Ed. 2016) and their content forms much of the section on “Ethics and Quality” of this textbook.**
- **2019: Recipient of the \$10,000 Summer Research Grant** of the College of Business based on having research publications in high quality journals.
- **2017: Recipient of the \$10,000 Summer Research Grant** of the College of Business based on having research publications in high quality journals.
- **2016: Recipient of the \$10,000 Summer Research Grant** of the College of Business based on having research publications in high quality journals.
- **2015: Recipient of the \$10,000 Summer Research Grant** of the College of Business based on having research publications in high quality journals.
- **Best Reviewer Award (2015)** – of the *Decision Sciences Journal of Innovative Education*.
- **Best Reviewer Award (2011)** – of the *Decision Sciences Journal of Innovative Education*.
- **Best Reviewer Award (2010)** – of the *Decision Sciences Journal of Innovative Education*.
- **Recipient of the competitive \$10,000 Top-Tier 2010 Summer Research Grant** of the

College of Business. One of about five faculty members in the college to receive a *top-tier* research grant in 2010. Selection for this competitive grant was by a college committee comprised of faculty representatives from all departments within the college.

- **Highly Commended Paper Award of the 2009 Literati Network Awards for Excellence** – for “Organizational Factors Affecting Supply Chains in Developing Countries”, (with Addae, H., Gosen, J. and Prasad, S.), published in the *International Journal of Commerce and Management*, Vol. 18, No. 3, 2008, pp. 234-251.

This paper was also among the **top-ten most downloaded articles** from the journal during the first quarter of 2009.

- I am called upon to regularly review papers for leading journals in my field. In 2009 I received commendation from the **Co-Editor of *IJOPM* conveying that my referee report to *IJOPM* was “one of the best she has received during the whole of her time as editor.”**
- **Researcher of the Year Award (2004)** Associate Professor Level award of the College of Business at Florida Atlantic University. Selection for this competitive award is by a college committee comprised of faculty representatives from all departments within the college.
- **Recognized at FAU’s Honors Convocation (2004)** as one of only two “Finalists” for the university-level award for creative scholarship at the Associate Professor level.
- **Citations of my Publications as Leading Contributions in International Operations Management Research (2003)** - My research publications in the area of international operations management are specifically identified and discussed in an article by David G. Hollingworth in a widely-circulated publication *Decision Line* as seminal work that lays a foundation and helps shape the international operations research agenda for the field of OM.
- **\$3,800 Research Initiation Award (2001)** for “Quality Performance in the Airline Industry”.
- **Researcher of the Year Award (2000)** - Assistant Professor Level award of the College of Business at Florida Atlantic University.
- **\$2,200 Entrepreneurship Grant (2000)** for “Time-Based Competition and Supply-Chain Practices”.
- **Recognition for its important public-policy-related implications from the American Federation of Labor and Congress of Industrial Organizations (AFL-CIO)** - for “The Overtime Rebellion: Symptom of a Bigger Problem?”, (with Aspelin, D. J.), **published in the premier journal *Academy of Management Executive***, Vol. 12, No. 1, 1998, pp. 68-76.
- **ANBAR Citation of Excellence** – for “International Purchasing, Inventory Management and Logistics Research: An Assessment and Agenda”, **published as the lead article the number 2 ranked OM journal, *International Journal of Operations & Production***

Management, (with Prasad, S.), Vol. 18, No. 1, 1998, pp. 6-36. This article was also reprinted in the *International Journal of Physical Distribution & Logistics Management*.

- **Listed as “Suggested Reading”** - My article “Competitive Intelligence for International Business”, (with Rai, A.), published in *Long Range Planning*, Vol. 26, No. 3, 1993, pp. 103-113, is identified and included (on p. 146) as a suggested reading on strategies for achieving global competitive superiority in the textbook *International Dimensions of Management*, 4th Edition, South-Western College Publishing, Cincinnati, OH. This article is also heavily quoted and cited (on pages 501, 505, 507, 511, 519-521) in the textbook *International Management: A Cultural Approach* by Carl Rodrigues and published by the West Publishing Company, St. Paul, MN.
- **\$5,000 College of Business Research Grant (1994)** for “Service Impact Assessment Model (SIAM)”.
- **\$5,223 College of Business Research Grant (1991)** for “Quality Control in Service Operations”.

NON-REFEREED PAPERS PRESENTED AT NATIONAL CONFERENCES

Babbar, S., “Are Queuing Systems in Services Fair to All Customers? A Case Analysis”, *Joint National Meeting of the Operations Research Society of America and The Institute of Management Sciences*, San Francisco, November 1992.

Babbar, S., “Traceability to the National Bureau of Standards: A Required but not Sufficient Condition for Assurance of Measurement Precision”, *Joint National Meeting of the Operations Research Society of America and The Institute of Management Sciences*, Vancouver, May 1989.

Babbar, S., “Gage Block Calibration as the Cornerstone of Precision Manufacturing Technology: Fact or Folly?”, *Joint National Meeting of the Operations Research Society of America and The Institute of Management Sciences*, Denver, October 1988.

BOOK SUPPLEMENTS AUTHORED

Author of the “Advanced Instructional Module on International Organizational Behavior” accompanying West Educational Publishing’s text *Organizational Behavior: Foundation, Realities, and Challenges*, by Nelson, D.L. & Quick, J.C., 1996.

REFEREED JOURNAL PUBLICATIONS RELATING TO MY OWN USE OF INNOVATIVE INSTRUCTIONAL PEDAGOGY

Babbar, S., “Teaching Ethics for Quality as an Innovation in a Core Operations Management Course”, *Decision Sciences Journal of Innovative Education*, Vol. 8, No. 2, 2010, pp. 361-366.

Babbar, S., "Shaping Product Usability through Attention to Detail: From the Classroom to the Real World", *Decision Line*, 2005, Vol. 36, No. 1, pp. 4-7.

Babbar, S., "Applying Total Quality Management (TQM) to Educational Instruction: A Case Study from a US Public University", *International Journal of Public Sector Management*, Vol. 8, No. 7, 1995, pp. 35-55.

Babbar, S., "The Do as I Do and Not Just as I Say! Instructional Framework for Business Education: An Empirical Assessment", *International Journal of Business Disciplines*, Vol. 4, No. 1, 1994, pp. 15-33.

Babbar, S., "Molding Students Into Better Decisionmakers and Managers: An Experiential Learning Exercise", *Journal of Education for Business*, Vol. 69, No. 3, 1994, pp. 149-153.

TEACHING AWARDS & RECOGNITIONS

2016 Recipient of FAU's *Excellence and Innovation in Undergraduate Teaching Award* in the College of Business (COB) upon selection by a College committee.

2012 Recipient of FAU's *Excellence and Innovation in Undergraduate Teaching Award* in the College of Business (COB) and also at the University level based upon selection by representative committees at each level.

2007 Recipient of the \$10,000 *Stewart Distinguished Professorship Award* of the College of Business at FAU for teaching excellence (funded by the Virginia and Douglas Stewart Foundation). Selected for this competitive award based upon evaluation by a College Committee appointed by the Dean's Office with faculty representatives from all departments in the college.

Since Joining FAU - Present Received some of the highest possible performance ratings in the annual evaluations of my teaching by my Department Chairs.

Since Joining FAU - Present Received among the highest student evaluations while at FAU including scores of 1.1, 1.1, 1.2, 1.2 (on the scale of 1 = Excellent through 5 = Poor) on "Overall Rating of Instructor" in classes I have taught. Since the time of my tenure, I have received average class student (SPOT) ratings as high/good as 1.1, 1.2, 1.2, 1.3, 1.3, and 1.3 from my students in various classes on the student evaluation item 8 "Overall Rating of Instructor" of the earlier instrument. On Items 20 ("Rate the quality of instruction as it contributed to your learning in the course") or 21 ("What is your rating of this instructor compared to other instructors you have had?") of the new/current SPOT instrument, I have received average student ratings as high/good as 1.0, 1.1, 1.3, 1.3, 1.4, 1.4, 1.4, and 1.4.

2006 Nominated (unsolicited) by FAU students for the University's Distinguished

Teacher Award.

- 2006 Selected by a College Committee as one of four finalists for the Stewart Distinguished Professorship award of the COB at FAU for excellence in teaching and awarded a certificate of recognition by the Dean.
- 2005 Selected by a College Committee as one of four finalists for the Stewart Distinguished Professorship award of the COB at FAU for excellence in teaching and awarded a certificate of recognition by the Dean.
- 2004 Recognized in *Who's Who Among America's Teachers* upon nomination (unsolicited) by Deans List students at FAU.
- 2003 Nominated (unsolicited) by FAU students for the University's Distinguished Teacher Award.
- 2001 Recipient of the FAU \$5,000 Teaching Incentive Program (TIP) award for excellence in teaching.
- 2001 Selected by a College Committee for the Excellence and Innovation in Undergraduate Teaching Award at the college level and represented the College of Business for consideration for this award at the university level.
- 1998 Recognized in *Who's Who Among America's Teachers* upon nomination (unsolicited) by Deans List students at the University of Missouri-Columbia.
- 1997 Led the Management Department at the University of Missouri-Columbia with the highest teaching evaluations from students (the Management Department had exceptional teachers with four faculty members in the Department having received teaching awards at the University level).
- Nominated (unsolicited) by students in the College of Business for the *Outstanding Faculty Award* at the University of Missouri-Columbia.
- 1996 Recognized in *Who's Who Among America's Teachers* upon nomination (unsolicited) by Deans List students at Kansas State University (KSU).
- Nominated for the *Conoco Award* for teaching excellence at the College of Business at KSU.
- Nominated (unsolicited) for the *Ralph Reitz Award* for teaching excellence at KSU.
- 1995 Nominated (unsolicited) for the *Ralph Reitz Award* for teaching excellence at KSU.
- 1994 Nominated by the Department at KSU for the *Conoco Award* for teaching based on the criterion of student teaching evaluations.

Recipient of the University (KSU) Interfraternity/Greek System's *Certificate for Faculty Excellence*. One of only two faculty from the College of Business so recognized.

Commendation from the Editor of *International Journal of Business Disciplines* for article published on "Teaching by Example" based on my teaching.

- 1993 Recipient of the *Ralph Reitz Award* for teaching excellence at KSU.
- 1992 - 1993 Recipient of the Dean's Certificate of recognition as an "*Extraordinary Teacher*" by graduating seniors at KSU (based on a survey by the University's Central Administration). Also led the Department in student teaching evaluations.
- 1989 Nominated (unsolicited) for the *Excellence in Teaching Award* at Bryant College.

COURSES TAUGHT

Undergraduate: Operations Management, Service Operations, Quality Management, Quantitative Management, Management Science, Manufacturing Process Design & Control, Analysis of Industry, Principles of Management, Introduction to Business, Principles of Statistics, Intermediate Statistics.

Graduate: Operations Management, Quality Management, Perspectives in Global Operations Management, International Operations Management, Management of Services, Decision Analysis.

OTHER AWARDS & RECOGNITIONS

- 2007-present Included in Marquis Who's Who
- 2006 Included in *Who's Who in America*, a Marquis publication.
- 2004 Included in *Who's Who in America*, a Marquis publication.
- 2003 Included in AcademicKeys *Who's Who in Business Higher Education*.
- 1996 Included in the *Directory of Management Experts*, a publication of the Center for Advanced Studies in Management, Bowling Green, KY.
- 1995 Included in the *International Directory of Management Scholars and Research*, a Harvard University publication.
- 1993 Included in the *International Directory of Business and Management Scholars and Research*, a Harvard University publication.

- 1992 Nominated for the *Kansas State University's Registered Organizations' Advisor of the Year Award* for 1991-92.
Included in *Who's Who in American Education 1992-93*, a publication of The National Reference Institute.
- 1990 Included in *Who's Who in America*, a Marquis publication.
- 1989 Included in *Who's Who in Rhode Island*, published by Research and Publications of Jamestown.

Recognized for contribution as Faculty Advisor by members of the *American Production and Inventory Control Society (APICS)* Chapter at Bryant College.
- 1979 *Merit Position* in the Masters Program at Meerut University, India (ranked 2nd among all masters students at the University).
- 1977 Awarded the *National Merit Scholarship* by the Board of Education, India, for the Masters Program in Economics.

Merit Position (ranked 3rd among approximately 16,000 students) in the Bachelors Program at Meerut University, India.

EDITORIAL REVIEW BOARD MEMBER OF JOURNALS

International Journal of Operations & Production Management (ABS 4)
Decision Sciences Journal of Innovative Education
International Journal of Services and Operations Management
International Journal of Integrated Supply Management

JOURNALS REVIEWED FOR

Journal of Operations Management
International Journal of Operations & Production Management
International Journal of Production Research
OMEGA: The International Journal of Management Science
Decision Sciences
Journal of Business Ethics
Journal of Management Studies
Decision Sciences Journal of Innovative Education
International Journal of Quality & Reliability Management
International Journal of Physical Distribution & Logistics Management
International Journal of Manufacturing Technology and Management
International Journal of Operations and Quantitative Management
International Journal of Integrated Supply Management

OTHER PROFESSIONAL RESEARCH-RELATED SERVICE

- Reviewed over fifty papers for different tracks of the National Conferences of the *Decision Sciences Institute* and for other conferences.
- Chaired six sessions at various National Meetings.
- Served as a discussant for a number of papers presented at National Meetings.
- Panel discussant on TQM at the *Midwest Meeting of the Decision Sciences Institute*, 1995.

BOOKS REVIEWED

- March 2014 “Managing Quality: Integrating the Supply Chain”, for 6th Edition, by S. Thomas Foster, *Pearson*.
- January, 1999 “Production and Operations Management”, 8th Edition, by Chase, Aquilano and Jacobs, Irwin Publishing.
- September, 1994 “Operations Management: Concepts, Methods, and Strategies”, 3rd Ed., by M. A. Vonderembse and G. P. White, *West Educational Publishing*.
- April, 1992 “Operations Management: The Adventure Begins”, 1st Ed., by R. E. Markland, S. K. Vickery, and D. P. Christy, *West Educational Publishing*.
- January, 1990 “Management of Computer Integrated Manufacturing”, by Levary for possible publication, *Richard D. Irwin Publishers*.

COMMITTEE APPOINTMENTS HELD

At FAU:

- University Faculty Senate Honors and Awards Committee (Chair)
- University Faculty Senate
- University Bargaining Committee
- University Classroom Habitability Committee
- University Breezeway Committee
- College of Business (COB) Bylaws Committee
- COB Undergraduate Council
- COB Research Award Committee
- COB Stewart Distinguished Professorship Award Committee (Chair)
- COB Undergraduate Teaching and Advising Awards Committee
- COB Teaching Incentive Program (TIP) Award Committee
- COB International Business Studies Committee

- COB Library Committee
- COB Merit Salary Committee
- Department OM Faculty Search Committee (Chair)
- Department MIS Faculty Search Committee
- Department Course Coordinator for MAN 3506
- Department Course Coordinator for QMB 3600
- Department Innovative Curriculum Committee
- Department P&T Committee
- Department OM Curriculum Committee
- Department Travel Policy Committee
- Department Teaching-Load Policy Committee

At Prior Institutions:

- COB Commencement Committee
- University Library Committee
- Department Recruitment Committee
- OM Curriculum Committee
- COB IBM/TQM Research Subcommittee
- COB Cornerstone Course Committee
- COB Social Committee

APICS FACULTY ADVISOR

Served as Faculty Advisor to the American Production and Inventory Control Society (APICS) Student Chapter at Bryant College. Tripled student membership in the chapter. Organized a number of plant tours and increased student involvement and participation at APICS events.

FACULTY ADVISOR TO OTHER STUDENT ORGANIZATIONS

Served as Faculty Advisor to two student organizations at Kansas State University and received commendation from the University for service in this role.

INDUSTRIAL EXPERIENCE

July, 1980	Director and Operations Manager, Sainik Transporters, Chandrapura,
-December, 1980	Bihar, India.

Milad Baghersad

Department of Information Technology & Operations Management
College of Business
Florida Atlantic University
Email: mbaghersad@fau.edu
Google Scholar: <https://goo.gl/PRGFbd>

Education

- Pamplin College of Business, Virginia Tech**, Blacksburg, VA June 2018
Ph.D. in Business, Business Information Technology
Dissertation Topic: Firms' Resilience to Supply Chain Disruptions
Committee members: Christopher W. Zobel (chair), Lara Khansa, Roberta S. Russell,
Onur Şeref, Marcus Wiens
Secondary Major: Disaster Risk Management
- University of Tehran**, Tehran, Iran Aug. 2013
M.S. in Industrial Engineering
- K. N. Toosi University of Technology**, Tehran, Iran Sep. 2011
B.S. in Industrial Engineering

Academic Appointments

- Assistant Professor** Aug. 2019 – present
Dept. of Information Technology & Operations Management
College of Business
Florida Atlantic University
- Visiting Assistant Professor** Aug. 2018 – June 2019
Department of Operations & Supply Chain Management
Monte Ahuja College of Business
Cleveland State University

Research Interests

Supply Chain Management, Supply Chain Disruptions, Disaster Resilience, Machine Learning, Financial Data.

Journal Publications

1. Mena, C., Melnyk, S. A., **Baghersad, M.**, & Zobel, C. W., Sourcing decisions under conditions of risk and resilience: a behavioral study, *Decision Sciences*, In Press.
<https://doi.org/10.1111/deci.12403>
2. Zobel, C. W., & **Baghersad, M.**, Analytically Comparing Disaster Resilience across Multiple Dimensions: Leveraging 311 Data, *Socio-Economic Planning Sciences*, In Press.
<https://doi.org/10.1016/j.seps.2018.12.005>
3. Nasri, L., **Baghersad, M.**, Gruss, R., Marucchi, N., Abrahams, A. S., & Ehsani, J. P. (2018). An investigation into online videos as a source of safety hazard reports, *Journal of Safety Research*, 69, 89–99.
<https://doi.org/10.1016/j.jsr.2018.03.004>
4. **Baghersad, M.**, & Zobel, C. W. (2015). Economic impact of production bottlenecks caused by disasters impacting interdependent industry sectors. *International Journal of Production Economics*, 168, 71–80.
<https://doi.org/10.1016/j.ijpe.2015.06.011>
5. Torabi, S. A.*, **Baghersad, M.***, & Mansouri, S. A. (2015). Resilient supplier selection and order allocation under operational and disruption risks. *Transportation Research Part E*, 79, 22–48.
<https://doi.org/10.1016/j.tre.2015.03.005> (*These authors contributed equally to this work-document available upon request)

6. Azadeh, A., **Baghersad, M.**, Farahani, M. H., & Zarrin, M. (2015). Semi-online patient scheduling in pathology laboratories. *Artificial Intelligence in Medicine*, 64(3), 217–226. <https://doi.org/10.1016/j.artmed.2015.05.001>
7. Azadeh, A., Hosseinabadi Farahani, M., Torabzadeh, S., & **Baghersad, M.** (2014). Scheduling prioritized patients in emergency department laboratories. *Computer Methods and Programs in Biomedicine*, 117(2), 61–70. <https://doi.org/10.1016/j.cmpb.2014.08.006>
8. Rabbani, M., **Baghersad, M.**, & Jafari, R. (2013). A new hybrid GA-PSO method for solving multi-period inventory routing problem with considering financial decisions. *Journal of Industrial Engineering and Management*, 6(4), 909–929. <http://dx.doi.org/10.3926/jiem.629>

Book Chapter

1. Zobel, C. W., **Baghersad, M.**, & Zhang, Y. (2018), An approach for quantifying the multidimensional nature of disaster resilience in the context of municipal service provision. In: Fekete A., Fiedrich F. (eds) *Urban Disaster Resilience and Security- Addressing Risks in Societies*. The Urban Book Series. Springer, Cham. https://doi.org/10.1007/978-3-319-68606-6_15

Book

1. Torabi S. A., & **Baghersad, M.**, (2016). Multi-attribute decision making techniques: an applied approach, University of Tehran Press, Tehran– Book in Farsi. http://press.ut.ac.ir/book_2936.html

Conference Proceedings

- Zobel, C. W., Baghersad, M., & Zhang, Y. (2017). Calling 311: evaluating the performance of municipal services after disasters, Proceedings of the 14th International ISCRAM Conference.
- Torabi, S. A., Aghajani, M., Baghersad, M. (2016). A novel procurement model for humanitarian relief supply chains, Proceedings of POMS 27th Annual Conference.
- Torabi, S. A., Baghersad, M., Meisami, A. (2013). Emergency Relief Routing and Temporary Depots Location Problem with considering Roads Restoration, Proceedings of POMS 24th Annual Conference.
- Torabi, S. A., Baghersad, M. (2013). A multi-objective inventory routing problem with back-order and lateral trans-shipments, Proceedings of 9th International Industrial engineering conference, Iran.

Teaching Experience

Instructor:

- Advanced Business Analytics (graduate level), College of Business, Florida Atlantic University
- Data Mining & Predictive Analytics, College of Business, Florida Atlantic University
- Introduction to Operations Management, Monte Ahuja College of Business, Cleveland State University
- Introduction to Business Analytics, Monte Ahuja College of Business, Cleveland State University
- Applied Business Statistics, Monte Ahuja College of Business, Cleveland State University
- Quantitative Methods II, Pamplin College of Business, Virginia Tech

Teaching Assistant:

- Disaster Resilience
- Multi Criteria Decision Methods
- Fuzzy Sets Theory

Certificates:

- Virginia Tech Future Professoriate Certificate

Selected Academic Presentations

- Effectiveness of operational slack and diversification strategies in improving firms' resilience against supply chain disruptions.
 - POMS, Seattle, 2017
 - MSOM, Kenan-Flagler Business School, 2017
 - Informs, Houston, 2017
- Impacts of supply chain disruptions on firms' performance: role of disruptions origin and past experience.
 - DSI, DC, 2017
- Does higher production resilience lead to a higher stock price resilience?
 - POMS, Orlando, 2016
- Measuring Supply Chain Resilience with Consideration of Customer Behavior.
 - POMS, DC, 2015

Honors and Awards

- Funded by National Science Foundation (NSF) CRISP grant, 2016-2018.
- Doctoral Summer Research Grant, Pamplin College of Business, Summer 2016 (\$7500)
- Funded by Interdisciplinary Graduate Education Program at Virginia Tech- Disaster Resilience Program, 2014-2016.
- Award for the First Rank M.S. Graduating Student in Industrial Engineering, University of Tehran, 2013.
- Ranked 55th among more than 4000 participants in National Entrance Exam for Master Program, 2011.
- Being among the first 0.5% participants in Iran National University Entrance Exam (Rank of 1184th among more than 300,000 participants), 2007.

Professional Activities and Services

- Reviewer (Ad-Hoc):
 - International Journal of Production Economics,
 - Computers & Industrial Engineering,
 - Journal of Cleaner Production,
 - IEEE Transactions on Engineering Management,
 - Journal of Supply Chain and Operations Management,
 - ISCRAM Conferences (2015, 2016, 2017, 2018, 2019),
 - DSI Conference (2017).
- Membership: INFORMS, MSOM, DSI, Beta Gamma Sigma Honor Society.
- Vice President of Iranian Society at Virginia Tech (ISVT), 2017-2018.

Technical Skills

Python, R, SAS, VB, VBA, MATLAB, MySQL, GAMS, Arena.

RAVI S. BEHARA
Professor
IT & OM Department, College of Business
Florida Atlantic University, Boca Raton, FL 33431
561.297.2778 rbehara@fau.edu

Education

- Ph.D.** Service Operations Management/Computer Simulation,
Manchester Metropolitan University, United Kingdom, Aug 1989.
- B.Eng.** Electrical Engineering
Indian Institute of Science, Bangalore, India, Aug 1981.
- B.Sc.** Physics, Chemistry, and Mathematics
Bangalore University, Bangalore, India, April 1978.

Current Position

- Department of IT & Operations Management (ITOM), Florida Atlantic University, Boca Raton, FL
 - Full Professor (Tenured): Aug 2015- to date
 - Associate Professor (Tenured): Aug 2003- Aug 2015
 - Assistant Professor (Tenure-track): Aug 1998-Aug 2003
- Cleveland Clinic Florida
 - Research Staff (unpaid appointment for 2011-2012)

Employment History

- School of Management, George Mason University, Fairfax, VA
 - Associate Professor (Visiting): Aug 1996-Aug 1998
- Dept. of Management & Marketing, Stephen F. Austin State University, Nacogdoches, TX
 - Associate Professor (*Tenured*): Aug 1996
 - Assistant Professor (Tenure-track): July 1992-Aug 1996
- School of Business, National University, San Diego, CA
 - Adjunct Faculty: Oct 1991-June 1992
- Sabbatical at the Center for Operations Management Education and Research (COMER), School of Business Administration, University of Southern California, June-Aug 1991.
- School of Management, University of Manchester Institute of Science and Tech., Manchester, U.K.
 - Lecturer: Oct 1989-Sept 1991
- Manchester Metropolitan University, Manchester, U.K.
 - Doctoral Student and Research Assistant: Sept 1986-Sept 1989
- Tata Electric Co., Bombay, India
 - Electrical Engineer (Projects): Aug 1981-Aug 1986

Scholarship Activity

Peer Refereed Journal Articles

Huang, C.D., J. Goo, R.S. Behara, A. Agarwal (2018), Clinical Decision Support System for Managing COPD-Related Readmission Risk, *Information Systems Frontiers*, (published online 17 Oct 2018: <https://link.springer.com/article/10.1007/s10796-018-9881-4>)

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Behara, R.S. (2013), Anatomy of Service Failure: A Text-Mining Based Network Approach, *Journal of Supply Chain and Operations Management*, 11 (2), 21-29.

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Behara, R.S. and M.M. Davis (2010), Active Learning Projects in Service Operations Management, *INFORMS Transactions on Education*, 11 (1), 20-28.

Prier, E., C.P. McCue and R.S. Behara (2010), The Value of Certification in Public Procurement: The Birth of a Profession?, *Journal of Public Procurement* 10 (4): 512-540.

- Behara, R.S., C.D. Huang, and Q. Hu (2010), A System Dynamics Model of Information Security Investments, *Journal of Information Systems Security*, 6 (2), 30-46.
- Huang, C.D., Q. Hu, and R.S. Behara (2008), An Economic Analysis of the Optimal Information Security Investment in the Case of a Risk-Averse Firm, *International Journal of Production Economics*, 114 (2), 793-804.
- Behara, R.S. and S. Bhattacharya (2008), DNA of a Successful BPO, *Journal of Service Science*, 1 (1), 111-118.
- C.D. Huang, R.S. Behara, and Q. Hu (2008), Securing the Information Supply Chain: Managing Risk Propagation in Extended Enterprise Networks, *IEEE IT Professional*, July/August, 14-19.
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- C.D. Huang and R.S. Behara (2007), Outcome-Driven Experiential Learning with Web 2.0, *Journal of Information Systems Education*, 18 (3), 329-336.
- Banerji, K., D. Gundersen and R.S. Behara (2005), Quality Management Practices in Indian Service Firms, *Total Quality Management*, 16 (3), 321–330.
- S. Bhattacharya, R.S. Behara and D. Gundersen (2003), Managerial and Business Risk Perspectives on Information Systems Outsourcing, *International Journal of Accounting Information Systems*, 4(1), 75-93.
- Behara, R.S., W.W. Fisher and J. Lemmink (2002), Modeling and Evaluating Service Quality Measurement Using Neural Networks, *International Journal of Operations and Production Management*, 22 (10), 1162-1185. ***Emerald Management Review (formerly Anbar) Global Top 50 Management Article for 2002 and Citation of Excellence for originality, research implications and practical implications.***
- Babbar, S., R.S. Behara, and E.M. White (2002), Mapping Product Usability, *International Journal of Operations and Production Management*, 22 (10), 1071-1089. ***Emerald Management Review (formerly Anbar) Citation for Excellence for practical implications.***
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- White, E.M., R.S. Behara, and S. Babbar (2002), Mining Customer Experiences Using an Affinity Diagram, *Quality Progress*, 35 (7), 63-67.
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Jian, P., A. Agarwal, and R.S. Behara (2017). Care Coordination: A Systematic Review and a New Perspective, IEEE BIBE International Conference on BioInformatics and BioEngineering, Washington, D.C., Oct 2017.

Baechle, C., A. Agarwal, R.S. Behara, X. Zhu (2017). A cost sensitive approach to predicting 30-day hospital readmission in COPD patients, 2017 IEEE EMBS International Conference on Biomedical & Health Informatics (BHI), Orlando, FL, Feb 2017, 317-320.

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Behara, R.S. and J. Lemmink (1991), Q-Matrix: A Multidimensional Approach for using Service Quality Measurements, Proceedings of the Workshop on Quality Management in Services, European Institute for Advanced Studies in Management, Brussels, Belgium, May 1991, 55-65.

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Behara, E., C.D. Huang, and R.S. Behara (2018), Understanding Population Health Disparities: An Analysis of Social Determinants of Health, Proceedings of the 48th Decision Sciences Institute Annual Meeting, Chicago, IL, Nov 2018.

Bagdasarian, J.L., P. Jain, R.S. Behara, and A. Agarwal (2018), Community Based Care Coordination: An Elder-Care Learning Community Platform, Proceedings of the 48th Decision Sciences Institute Annual Meeting, Chicago, IL, Nov 2018.

Huang, C.D., R.S. Behara, and J. Goo (2018), Evaluation of UAV Technology for Search-and-Rescue of Persons with Autism: A Case Study, Proceedings of the 48th Decision Sciences Institute Annual Meeting, Chicago, IL, Nov 2018.

Behara, R.S., R.M. Knight, and J.M. DiCicco (2016), Corporate Sustainability: An Analysis of CSR and CSV, Proceedings of the 47th Decision Sciences Institute Annual Meeting, Austin, TX, Nov 2016.

Behara, R.S., A. Agarwal, V. Rao, C. Baechle (2015), Predictive Analytics for Chronic Diabetes Care, Proceedings of the 46th Decision Sciences Institute Annual Meeting, Seattle, WA, Nov 2015 (*Nominated for Best Paper*).

Behara, R.S., A. Agarwal, V. Rao, C. Baechle (2015), Predicting Wellness: An Analytic Approach to Preventative Care, Proceedings of the 46th Decision Sciences Institute Annual Meeting, Seattle, WA, Nov 2015.

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Behara, R.S. and Vinaya Rao (2014), An Analytic Approach to Kidney Allocation in Patients Undergoing a Liver Transplant, Proceedings of the 45th Decision Sciences Institute Annual Meeting, Tampa, FL, Nov 2014 (*Nominated for Best Paper*).

Behara, R.S., P. Huang, and C.D. Huang (2014), Exploring Leadership in Services: A Social Network Analysis of NFL Coaches, Proceedings of the 45th Decision Sciences Institute Annual Meeting, Tampa, FL, Nov 2014 (*Nominated for Best Paper*).

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Other Peer Refereed Publications

National

Shapiro, M., Kobayashi, L., Overly, F., Lindquist, D., Croskerry, P., Beach, C., Behara, R., et al. (2009). CMS Transportable Simulation-Based Training Curriculum in Patient Safety. MedEdPORTAL (MedEdPORTAL is a free peer-reviewed publication service of the American Association of Medical Colleges)

Non-refereed Invited Presentation

Regional

Behara, R.S. (2013), Fighting Fraud with Social Network Analysis, Insurance Fraud Policy Conference, Florida State University & Florida Fraud Strike Force, 18th Oct 2013.

Grants

2018-2022: External Grant: US-DHSS HRSA (Health Resources and Services Administration) *Caring-based Academic Partnerships in Excellence (CAPE) RNs in Primary Care project*, Investigator: Karethy Edwards (PI- College of Nursing). Grant Award # UK1HP31715. Period: 2018-2022. Amount: \$2,800,000
Behara, R.S.: Project role: Programmatic Evaluation and Data Analysis

2016-2019: External Funding: Co-PI in NSF Grant *Phase II I/UCRC Florida Atlantic University Site: Center for Health Organization Transformation (CHOT)* Investigators: Ankur Agarwal (PI - COE), Ravi Behara, Gulcin Gumus (Co-PI – COB) Lynne Dunphy (Co-PI _ CON). NSF Grant Award # 1624497
Period: 2016-2019. Amount: \$300,000

2016-2019: External Grant: US-DHSS HRSA (Health Resources and Services Administration) Grant Award # 92016-2019. *Caring-based Academic Practice Partnerships (CAPP) to Enhance Nurse Practitioner [NP] Readiness & Willingness-to-Practice in Rural and Underserved Communities* Investigator: Lynne Dunphy (PI - CON). Amount: \$ 2,000,000
Behara, R.S.: Project role: Programmatic Evaluation and Data Analysis

2016-2018: External Funded: PI in Palm Health Foundation Grant
Developing a Learning Community for Elder-Care Services in Palm Beach County
Investigators: Ravi Behara (PI) & Gulcin Gumus (co-PI), College of Business; Lynne Dunphy (Co-PI) College of Nursing. Amount: 50,000

2016-2017: External Funded: Co-PI in Florida Department of Education Grant
Missing Persons with Special Needs Pilot Project: Evaluation of Technology for Search-and-Rescue of Persons with Autism
Investigators: Jack Scott (PI), FAU-CARD, College of Education; Ravi Behara, Jahyun Goo, and Derrick Huang (co-PIs), ITOM, College of Business.
Period: Sept 2016 – Dec 2017. Amount: \$100,000

2015-2016: External Funded: PI in Palm Health Foundation Grant
Design of a Learning Community for Elder-Care Services in Palm Beach County
Investigators: Ravi Behara (PI) & Gulcin Gumus (co-PI), College of Business; Lynn Dunphy (Co-PI) College of Nursing. Amount: \$50,000

2014-2016: External Funded: Co-PI in NSF funded study entitled
A Clinical Predictive Model Based Smart Decision Support System for Congestive Obstructive Pulmonary Disease (COPD) related Re-hospitalization
NSF Award Abstract #1444949
http://www.nsf.gov/awardsearch/showAward?AWD_ID=1444949&HistoricalAwards=false
Period: 2014 – 2016 (estimated) Amount: \$199,594.00
Investigators: Ankur Agarwal, College of Engineering (PI); Ravi Behara, College of Business (Co-PI); Xingquan Zhu, College of Engineering (Co-PI); Andrew Duffell, FAU Research Park (Co-PI)

2012-2014: External Funded: Co-PI in the \$200K NSF/IUCRC funded study entitled
Design of Medical Information Systems project.
Period: 2012 – 2014 Amount: \$200,000
Investigators: Ankur Agarwal, College of Engineering (PI); Ravi Behara, College of Business (Co-PI); Borko Furth, College of Engineering (Co-PI); Faiz Fateh, SorenTech (Co-PI)
Honor: Designated 2014 NSF breakthrough study in “Industry-Nominated Technology Breakthroughs of NSF Industry/University Cooperative Research Centers”.

2004-2006: External Funded: Participated in a two year Defense Information System Agency (DISA) grant for Telecommunications Network Security Research at Florida Atlantic University.

2000-01: Internal Funded: Awarded the Florida Atlantic University President's \$20K Research Development Grant for work in patient safety. (Based on this initial work, I worked as a member of the University of Florida-led and Agency for Healthcare Research and Quality (AHRQ) funded Center of Excellence on Patient Safety in Emergency Medicine).

Teaching Grant

2011-2016: External Funded: Investigator (unpaid) in a five-year NSF funded study entitled *Result-Oriented Multidisciplinary Capstone Design to Aid Persons with Disabilities* (NSF No. 1033815, \$125K, 2011-16); Prof. Zhuang (PI), College of Engineering, Florida Atlantic University. This study integrates my College of Business MBA/BBA Project Management courses with the Engineering program's Capstone Design project.

Courses Taught at FAU

Undergraduate Program

MAN3506 Operations Management (undergraduate core)
MAN3506 Operations Management: Lecture capture video streaming (LCVS) *
MAN4581 Project Management*

Graduate Program

MAN 6501 Operations Management (graduate core)
MAN 6501 Executive MBA Operations Management *
MAN 6581 Project Management *
MAN 6581 Executive MBA Project Management *
ISM 6316 IT Project & Change Management*
MAN 6525 Quality Management

Master's Thesis

Committee Member

- Student: Piyush Jain
Department: Computer & Electrical Engineering and Computer Science
Thesis: Prognostic COPD Healthcare Management System (Spring 2014)
- Student: Pranitha Pulumati
Department: Computer & Electrical Engineering and Computer Science
Thesis: Wellness Predictive Models in Healthcare (Fall 2014)
- Student: Ritesh Jain
Department: Computer & Electrical Engineering and Computer Science
Thesis: Illness Predictive Models in Healthcare (Fall 2014)

Doctoral Dissertation

Committee Member

- Student: Chris Baechle,
Department: Computer & Electrical Engineering and Computer Science
Advisor: Dr. Ankur Agarwal
Dissertation Title: A Clinical Decision Support System for the Identification of Potential Hospital Readmission Patients (Spring 2017)

Service and Professional Development

Service to the Institution

- **Department Service:**

- Member, Department Personnel Committee (*current*)
 - Member, Department Curricular Committees (*current*)
 - Chair, Operations Faculty Search Committee (2007-2009, 2016-2017)
 - Member, Department Faculty Search Committee (2018)
 - Lead, OM Minor Development Committee
 - Faculty Teaching Peer Evaluator
- **College Service:**
 - Member, College P & T Committee (*Current*)
 - Chair (2013), Master Teacher Committee (2010-2013)
 - Chair, AACSB Ad Hoc Committee for Faculty Sufficiency and Qualifications (AQ/PQ) during AACSB re-accreditation (2005-2007)
 - Member, College Faculty Steering Committee (2005)
 - Member, College Strategic Planning Committee (2004)
 - Member, College IRM Committee (2004)
 - College of Business Corporate Outreach:
 - Working with Office Depot and other area companies
 - Department Liaison to the South Florida Procurement Professionals
 - Placing students in internships and jobs in area companies.
 - College Business Plan Competition Judge
- **University Service:**
 - Member, Faculty Senate Distance Learning Committee (2015-2017)
 - Chair, Data & Analytics Committee at the University Task Force on Student Success (2014-2015)
 - Member, QEP Undergraduate Research Co-Curricular Committee (2014-2016)
 - Member, University Sabbatical Committee
 - Graduate Research Day Judge

Service to the Profession

- Vice-President for the *Production and Operations Management Society* (POMS) College of Service Operations (2013-2014)
- Co-Chair Mini-Track on Healthcare Analytics at *20th Americas Conference on Information Systems* (AMCIS 2014). Premier IT Conference.
- Member of the Editorial Board for *Service Science*, INFORMS Journal (from 2014).
- Member of the International Editorial Advisory Board for the *Journal of Service Management*, Emerald Journal (from 2006).
- Member of the International Editorial Advisory Board for the *International Journal of Information Systems in the Service Sector*, Journal of the Information Resources Management Association (from 2007).

- Co-Chair for the Service Operations Management track at the 24th *Annual Production and Operations Management Conference* (2013). Premier Operations Conference.
- Co-Chair Mini-Track on Electronic Health Record Technology in Emergency Medical Services at *19th Americas Conference on Information Systems* (AMCIS 2013). Premier IT Conference.
- Co-Chair Mini-Track on Health Information Technology at *18th Americas Conference on Information Systems* (AMCIS 2012). Premier IT Conference.
- Journal and Conference manuscript reviewer in Service Operations and IT.

Service to the Community

- Steering Committee Member: Palm Beach County Healthcare Coalition (2017- *Current*)
- Member: Boca Raton Regional Hospital Care Coordination Council (2012-13)
- Board Member: Board of Directors for the National Association of Purchasing Managers: Florida Gold Coast (2012-2013)
- Advisor: Conducted study of Delray Beach Green House Gas Inventory (2010-2012).
- Community Member: Patient Safety Committee at Palms West Hospital (2004).

Professional Development through Academic Organizations

- Member, Alpha Iota Delta, International National Honor Society in the Decision Sciences and Information Systems (*Awarded*); Member, Decision Sciences Institute (DSI) & Production and Operations Management (POMS) (Academic Membership)

Honors and Awards

Research Awards

- 2014 NSF Breakthrough Study designation for *Design of Medical Information Systems* project. This research has been identified by the NSF as a 2014 breakthrough study in “Industry-Nominated Technology Breakthroughs of NSF Industry/University Cooperative Research Centers”, Scott Craig (Editor), NSF, Arlington, VA.
- 2012 *College of Business Researcher of the Year*
- 2002 Emerald Management Review (formerly Anbar) *Top 50 Management Article (world-wide)* for 2002 and Citation of Excellence for originality, research implications and practical implications.
- 2002 Emerald Management Review (formerly Anbar) *Citation for Excellence* for practical implications.
- 2002 Emerald Management Review (formerly Anbar) *Citation for Excellence* for research and practical implications.
- 2001 Emerald Management Review (formerly Anbar) *Citation for Excellence* for research and practical implications.
- 1997 Emerald Management Review (formerly Anbar) *Citation for Excellence* for practical implications.

Patent

- Agarwal, A. and Behara, R. S. 2014. *Hospital Readmission Risk Assessment for COPD*. U.S. Patent Provisional Application: 62/007,638. June, 2014. Patent Pending.

Teaching Awards

- 2012 FAU Distinguished Teacher of the Year Finalist
- Master Teacher for the College of Business (2012-2013)
- Master Teacher Elect for the College of Business (2011-2012).
- 2010 Stewart Distinguished Professor Award for Undergraduate Teaching at FAU College of Business
- 2009 Decision Science Institute Instructional Innovation Award (National runner-up)
- Awarded the 2008-09 Florida Atlantic University Award for Excellence in Undergraduate Teaching.
- Awarded the 2008-09 Florida Atlantic University College of Business Award for Excellence in Undergraduate Teaching.
- Awarded one of the Florida Atlantic University College of Business Faculty Undergraduate Teaching Incentive Awards for 2002-03.
- Awarded the 2001-02 Florida Atlantic University Award for Excellence in Undergraduate Teaching.
- Nominated for the 1999-2000 Exceptional Teacher of the Year Award by Florida Atlantic University Student Government.

Joseph Compomizzi, D. Sc.

Contact Information:
5454 Firenze Drive, Unit K, Boynton Beach, FL 33437
jcompomizzi@fau.edu

Office Phone: 561-297-2060

Cell Phone: 412-719-4333

EDUCATION

- Doctor of Science Information Systems and Communications; Robert Morris University, Moon, PA 2013
- M.S. Education; Duquesne University, Pittsburgh, PA 1999
- B.S. Business Administration (cum laude); Indiana University of Pennsylvania, Indiana, PA, 1985

EDUCATION/EMPLOYMENT HISTORY

Florida Atlantic University, Boca Raton, FL 2014-Present

Instructor-College of Business-Department of Business Communications

- Teach courses for undergraduate, master, and executive management programs in Business Communications
- Design on-line and face-to-face courses
- Teach workshops in Public Safety Leadership Development Program
- Serve on various committees
- Coach and mentor students in interviewing skills and professional presentations
- Review textbooks
- Master's Thesis Advisor, Doctoral Committee Member
- Select supplemental materials for presentation and learning
- Teach face-to-face and on-line courses

Jinan University-JNC, Hangzhou, China Summer 2019

Visiting Scholar

- Designed and delivered course in Principles of Marketing/Digital Marketing
- Designed and delivered course in Public Speaking and Persuasion
- Coached and mentored students in project management and career development skills
- Managed and directed Teaching Assistants

Robert Morris University, Moon Township, PA 2010-2014

Veterans Center, Counselor and Academic Advisor 2010-2014

- Provided gateway counseling services for military and veterans students enrolled at RMU
- Maintained confidential files and referral lists of agencies and professionals for advanced counseling services
- Coordinated communication between administration, faculty and Veterans Center regarding academic performance and intervention for at-risk students
- Provided academic support services for students including tutoring, learning seminars, and career preparation and advisement strategies
- Assisted with the formulation of campus programs and services to enrich the education experience of veterans and military students including the design and creation of the Veteran Services Office and Center

Adjunct Instructor 2011-2014

- Designed and taught courses for undergraduate and master's level programs in Communications including Argument and Research, Public Speaking, Intercultural Communications, Business Communications, and Ethics
- Selected supplemental materials for presentation and learning
- Served on various committees

Blue Ridge Community and Technical College, Martinsburg, WV 2011-2014

Adjunct Instructor

- Designed and taught courses in business curriculum including finance, business operations and management, and professional presentations
- Selected supplemental materials for presentation and learning
- Utilized Blackboard Courseware to enrich and engage students' on-line learning experience

Diocese of Pittsburgh, PA Pittsburgh, PA 1999-2014

Business Manager/Pastoral Associate 2007-2014

- As operations manager, was responsible for the daily operation of a multi-million dollar organization with three associated 501-C3 businesses
- Provided direction and execution of all activities and initiatives including organizational strategic planning, process improvement, human resources development, adult education and financial planning/monitoring
- Designed, managed, and maintained organization's websites and networks
- Provided IT management services including hardware/software selection, installation, and upgrades
- Provided executive leadership and management consulting regarding capital campaigns and development initiatives in excess of \$3.1MM
- Developed and delivered educational programming for adults regarding parish strategic and financial planning, as well as, operations management
- Served as member of Education Technology Committee
- Lead and delivered educational seminars
- Wrote and Conducted on-line learning/certification courses school and religious education personnel

Director of Education/Vicariate Director for Religious Education 1999-2007

- Directed all aspects of educational processes and operations using a variety of models for adults, families, and children.
- Performed strategizing, restructuring, and organizing of educational initiatives
- Managed and directed professional, clerical, and volunteer staff for all aspects of education
- Designed and managed mentor programs
- Implemented educational programming for adults, children, and persons with special needs
- Mapped strategic planning activities including needs assessments and yearly evaluations
- Compiled and managed operating budget
- Served on Middle States Accreditation Committee
- Performed human resources activities including writing job descriptions, recruiting, salary administration, training and supervision

- Trained organizational leadership
- Provided educational and consultative services for Harcourt-Brace Publishing
- As Vicariate Director, provided leadership, development and consulting to 40 parishes and schools. Assured conformance with curriculum and personnel certification requirements. Assisted with and served on a variety of leadership committees including Technology and Education Committee, Total Education Conference Planning Committee, Special Needs/Education Committee, and a variety of ad hoc committees.

BNY-Mellon Bank Corporation, Pittsburgh, PA 1986-1999

Assistant Vice President and Manager, GCM Operations Training and Development 1996-1999

- Responsible for organizational development initiatives and for managing/providing the publication and delivery of job, skill, management training, intern training, and self-development educational materials, programs, and strategies for a broad ranged audience of various educational levels for a multi-site Operations department including computer based training, operations training, classroom education, simulation, and a variety of distance learning techniques
- Initiated personnel sourcing and training strategy with social service agencies, high schools, and colleges
- Managed a staff of curriculum development professionals, operations consultants and trainers
- Planned business seminars and events
- Developed training agreement strategies, mentor training, and product and employee performance feedback systems

Cash Management Officer and Operations and Customer Service Manager 1989-1996

- Managed the daily operational activities of multiple production units including supply chain, just-in-time procurement, workflow design, systems automation, human resources, scheduling, quality assurance, plant design and maintenance, and processing/product delivery functions
- Managed various collections, disbursements, information production and reporting, and customer service operations units with progressively increased financial (\$3.5MM budget), personnel (up to 250 full-time employees), and client responsibilities (Fortune 100 companies)
- Directed and managed systems conversions
- Managed fraud prevention and cyber security systems, operations, and staff
- Acted as technical liaison between programming and operations staffs
- Improved customer service/client relationship performance by 85% through effective operational re-engineering processes
- Managed the development and administration of associate incentive campaigns
- Planned and organized client seminars
- Delivered sales presentations
- Developed operating plans and gathered/analyzed market competitive data for recommendation into marketing strategies and product/software enhancements

Assistant Officer and Training Specialist 1988-1989

- Planned, developed, and implemented application educational programs for clients and employees on various enterprise, micro-computer, and personal computer systems software
- Produced product training videos, distance learning, and computer based training packages
- Coordinated and delivered associate and trainee training
- Analyzed training evaluation processes
- Planned and hosted conferences, seminars, and the annual Remote Users Group Consortium for over 450 client organizations and 1,100 attendees

Senior Field Production Representative 1986-1988

- Converted software applications to the Datacenter Banking Enterprise Systems software for a client base of 450 financial institutions including analysis, writing of programming specifications, file testing, verification of data integrity, and systems implementation
- Conducted and produced operational analyses
- Provided support services for client banks which included operations analysis and design to increase efficiency/production and information systems consulting
- Provided customer software and operations training

SCHOLARSHIP, RESEARCH AND CREATIVE ACTIVITY

- Compomizzi, J. Chawdhry, A, Poullet, K., & Janchenko, G. (
- Poullet, K , Chawdhry, A., Douglas, D., Compomizzi, J. (August/2018). What's "Appening" to Our Privacy? A Students Perspective on Downloading Mobile Apps. Published in Journal of Information Systems Applied Research Vol 11, Issue 2, pp. 4-12.
- Chawdhry, A., Poullet, K. Douglas, D. & Compomizzi, J. (2017). Downloading Mobile Applications-Are Students Protecting Themselves?. Published in Journal of Information Systems Applied Research Vol 10, Issue 2, pp. 35-42.
- Chawdhry, A., Poullet, K. Douglas, D. & Compomizzi, J. (2016) Downloading Mobile Apps: Are Students Aware of the Security Risks?. Published in Issues in Information Systems, Vol 17, Issue IV, pp 246-253.
- Compomizzi, J. & Sindaco, B. (2015). Academic Preparation and the Influence of iPad Technology on Military and US Veteran Students. Published in Issues in Information Systems, Vol 16, Iss II, pp 123-132.
- Compomizzi, J., D'Aurora, S., & D'Aurora, B. (2015). Business Intelligence and iPad Technology Raising The Bar in Public Education: A Quantitative Study Published in Issues in Information Systems, Vol 16, Iss III, pp 119-127.
- Compomizzi, J. & D'Aurora, S. (2014). Ba and Knowledge: A Process for Leadership and Communications for Non-Profit Organizations. Published Issues in Information Systems, Vol 15, Iss 1, pp. 200-208.
- Compomizzi, J. D'Aurora, S. & Rota, D. (2013). Identity Theft and Preventive Measures: The Cost Is All Yours. Published Issues in Information Systems. Vol. 14, Iss 1, pp. 162-168.
- Compomizzi, J. (2013). The Influence of iPad Technology on the Academic and Social Experiences of U.S. Veteran and Military College Students: Academic Preparation, Collaboration, Socialization, and Information Access. Published UMI.
- Compomizzi, J. & D'Aurora, S. (2012). The iPad and BI: A Marriage Made in the Cloud for Industry and Higher Education. Published Issues in Information Systems. Vol. 13, Iss 1, pp.113-120.

PUBLICATIONS IN PRINT – REFEREED JOURNALS

- Compomizzi, J., Chawdhry, A., Poullet, K., Janchenko, G. (2019). Implementing Quality Matters in an On-line Healthcare Administration Communications Course, Issues in Information Systems. 2019, Vol. 20 Issue 4, p175-180.
- Chawdhry, A., Poullet, K. Douglas, D. & Compomizzi, J. (2017). Downloading Mobile Applications-Are Students Protecting Themselves?. Published in Journal of Information Systems Applied Research Vol 10, Issue 2, pp. 35-42.
- Chawdhry, A., Poullet, K. Douglas, D. & Compomizzi, J. (2016) Downloading Mobile Apps: Are Students Aware of the Security Risks?. Published in Issues in Information Systems, Vol 17, Issue IV, pp 246-253.

- Compomizzi, J. & Sindaco, B. Academic Preparation and the Influence of iPad Technology on Military and US Veteran Students (2015). Published in Issues in Information Systems, Vol 16, Iss II, pp 123-132.
- Compomizzi, J., D'Aurora, S., & D'Aurora, B. (2015). Business Intelligence and iPad Technology Raising The Bar in Public Education: A Quantitative Study Published in Issues in Information Systems, Vol 16, Iss III, pp 119-127.
- Compomizzi, J. & D'Aurora, S. (2014). Ba and Knowledge: A Process for Leadership and Communications for Non-Profit Organizations. Published Issues in Information Systems, Vol 15, Iss 1, pp. 200-208.
- Compomizzi, J. D'Aurora, S. & Rota, D. (2013). Identity Theft and Preventive Measures: The Cost Is All Yours. Published Issues in Information Systems. Vol. 14, Iss 1, pp. 162-168.
- Compomizzi, J. & D'Aurora, S. (2012). The iPad and BI: A Marriage Made in the Cloud for Industry and Higher Education. Published Issues in Information Systems. Vol. 13, Iss 1, pp.113-120.
- Poullet, K., .Chawdry, A., Douglas, D., Compomizzi, J. (August/2018). What's "Appening" to Our Privacy? A Students Perspective on Downloading Mobile Apps. Published in Journal of Information Systems Applied Research Vol 11, Issue 2, pp. 4-12.

INTERNATIONAL REFEREED PRESENTATIONS AND PROCEEDINGS

- Compomizzi, J., Chawdhry, A., Poullet, K., Janchenko, G. (2019). Presenter. International Association for Computer Information Systems Conference. Implementing Quality Matters in an On-line Healthcare Administration Communications Course
- Chawdhry, A., Poullet, K., .Douglas, D., Compomizzi, J. (2016). Presenter, Information Systems and Computing Education-EDSIGCON Conference on Information Systems and Computing Education. Are Students Using Security Measures to Protect their Data when Downloading Mobile Applications?.
- Compomizzi, J., Sindaco, B. (2015). Presenter. International Association for Computer Information Systems Conference. The Influence of iPad Technology on Academic Preparation of US Military and Veteran College Students.
- Compomizzi, J., D'Aurora, S. (2015). Presenter. International Association for Computer Information Systems Conference. How the iPad is Challenging the Performance Bar in Public Education.
- Compomizzi, J., D'Aurora, S. (2014). Presenter. International Association for Computer Information Systems Conference. An Application of the Theory of Ba to Non—Profit Organization Leadership.
- Compomizzi, J., D'Aurora, S. (2013). Presenter. International Association for Computer Information Systems Conference: Identity Theft and Preventive Practice: A Study of IT Professionals.
- Compomizzi, J., D'Aurora, S. (2012). Presenter. International Association for Computer Information Systems Conference: The iPad and Business Intelligence Examination and Case Studies.
- Poullet, K., Chawdhry, A., Poullet, K., Douglas, D., Compomizzi, J. (2017). Presenter, Information Systems and Computing Education-EDSIGCON Conference. What's "Appening" to our Privacy? A Student Perspective on Downloading Mobile App's.

NON-REFEREED PRESENTATIONS AND PROCEEDINGS

- Compomizzi, J. (2015). Identity Theft Systems Not for the Average Joe. Palm Beach County Chamber of Commerce-Boynton Beach, FL.
- Compomizzi, J. (2007, 2008). Guest Lecturer and Panel Participant: Effective Programming Strategies in Adult Education. Duquesne University-Pittsburgh, PA.
- Compomizzi, J. (2005). Guest Lecturer: Leadership and Change. Duquesne University-Pittsburgh, PA.
- Compomizzi, J. (2002). Guest Lecturer: Adult Learning and Needs Assessments. Duquesne University-Pittsburgh, PA.

INTERNALLY PUBLISHED TECHNICAL REPORTS AND PRESENTATIONS

- Compomizzi, J. (2018). Inside-Out: A Listening Network for Business People Podcast. FAU-Boca Raton, FL.
- Compomizzi, J. (2015). FAU Salary Study of Instructors of Business Communications in the Florida State Education System, Private Education System and AACSB Accredited Colleges of Business-Boca Raton, FL.
- Compomizzi, J. (2016). Automation of GEB6215 Integration Assignments for FAU-Boca Raton, FL.
- Compomizzi, J. (2012). Nonaka's Concept of Ba Facilitating Strategic Planning and Operations. Robert Morris University-Pittsburgh, PA.
- Compomizzi, J. (2011). Updating the Robert Morris University Website: A Study in Project Management using PERT Task and Project Analysis. Robert Morris University-Pittsburgh, PA.
- Compomizzi, J. (2011). SWOT Analysis of a Non-profit Faith-Based Organization. Robert Morris University/Diocese of Pittsburgh-Pittsburgh, PA.
- Compomizzi, J. (2010). An Ethnography of the Paradigm Shift of Church Leadership. Robert Morris University/Diocese of Pittsburgh-Pittsburgh, PA.
- Compomizzi, J. (1997). Needs Assessments-Evaluating the Adult Learner. Duquesne University-Pittsburgh, PA.
- Compomizzi, J. (1998). Whitehead and Whitehead: A Model of Participative Leadership (1998). Duquesne University-Pittsburgh, PA.

COURSES TAUGHT

- Introduction to Business Communications/undergraduate
- Introduction to Business Communications/On-line-undergraduate
- Argument and Research/undergraduate
- Intercultural Communications/undergraduate
- Introduction to Business/undergraduate
- Introduction to Finance/undergraduate
- Professional Presentation Techniques/undergraduate
- Introduction to Marketing/Digital Marketing undergraduate
- Communication Strategies for Business Professionals and Core-Course Follow-Up/MBA Program
- Communication Strategies for Business Professionals/Executive MBA Program
- Communication Strategies for Business Professionals/Professional MBA Program
- Communication Strategies for Health Administration Professionals/Master of Health Administration Program; Developed course
- Communication Strategies for Health Administration Professionals/On-line Master of Health Administration Program; Developed course
- Communication Strategies for Finance Professionals/Master of Finance Program; Developed course

- Committee Chair - Master of Science/Business Thesis for Dragana Simonovska: "Comparative Analysis of Sarah Brightman and 2 Cellos, Classical Artists Applying Successful Crossover Strategy to Popular Music" (May/2017).
- Professional Workshop/Communications Skills for Public Safety Professionals

SERVICE AND PROFESSIONAL DEVELOPMENT

Service to the Institution-Department

- Authored GEB6215 Course Integration/Automation Project for Blackboard and Canvas (2015-2017)
- FAU Salary Study of Instructors of Business Communications in the Florida State Education System, Private Education System and AACSB Accredited Colleges of Business (2015)
- Developed Course: Communication Strategies for Business Professionals- for Healthcare Administration Professionals (GEB6217)/EMHA Degree (2016)
- Developed Course: Communication Strategies for Business Professionals-On-line Course for Healthcare Administration Professionals (GEB6217)/EMHA Degree (2017)
- Developed Course: Communication Strategies for Business Professionals-for Finance Professionals (GEB6217)/EMSF Degree (2017)
- GEB6215 Revision Committee, Member (2018-Present)
- Business Communications Exchange, Member (2018-Present)

Service to the Institution-College

- College of Business Scholarship Committee, Member (2017-Present)
- Developed and Delivered Professional Workshop/Communications Skills for Public Safety Professionals (2018)
- Inside-Out: A Listening Network for Business People – developed project plan including program format, recruiting 50+ guests from industry, fund raising/underwriting initiatives, and produced two pilot programs for the College of Business (2018)
- MSF Student-Alumni Committee (2018)
- Dean's Faculty Qualifications Committee, Member (2019)

Service to the Discipline/Profession

- Doctoral Thesis Committee for Christopher Morsey: Supervisory Control and Data Acquisition (SCADA) Systems and Cyber Security: Best Practices to Secure the Electric Power Grid (2017).
- Issues in Information Systems Journal (2014, 2015, 2016), Reviewer and Session Chair
- Journal of Information Systems Education (2016), Reviewer

Service to the Community/Public

- Apple, Inc. – Consultant pro bono, iPad Use of U.S. Military and Veteran College Students (2018).
- Iberiabank – Consultant pro bono, Data Security and Identity Theft/Treasury Management (2016-2017).
- Keynote Speaker, Palm Beach County Chamber of Commerce-Boynton Beach, FL. Presentation Title: Identity Theft Systems Not for the Average Joe (2015).
- Pennsylvania Governor's Advisory Committee for Refugee Resettlement (1998-2001)
- F.O.R.Community Health Center – McKees Rocks, PA. Board of Directors, (Board Member, 1988-1999)

Professional Development

- New Faculty Orientation (2014)
- Pre and Post Class Discussion: Engaging Business Students in Learning Management Information Systems Workshop (2014)
- Using Twitter and Other Social Media to Engage Students Workshop (2014)
- Business Electronic Social Networking: Does Organization Size or Industry Sector Matter? Workshop (2014)
- The Influence of Mobile Technology Culture: Blind Trust, Naivete', or Skepticism? Workshop (2014)
- Student Acceptance of Learning Management Systems: A Study on Demographics Workshop (2014)
- Student Perceptions on the Impact of Mobile Technology in the Classroom Workshop (2014)
- Reorganizing the Classroom Experience: Redesigning an ABET Required Course Workshop (2014)
- Verifying User Identities in Distance Learning Courses: Do We Know Who is Sitting and Submitting Behind the Screen Workshop (2014)
- The Introduction of Tablets in the Classroom to Improve Student Learning Workshop (2014)
- Student Perceptions of the Use of Student-Generated Video in Online Discussion as a Mechanism to Establish Social Presence for Non-traditional Students: A Case Study Workshop (2014)
- The Adult E-Learner's Dilemma: Why are the Grown-ups Still Sitting at the Kids' Table? Workshop (2014)
- Social Networking and the Exchange of Information Workshop (2014)
- Knowledge Sharing Systems and Cultural Identity in Organizations Workshop (2014)
- Case Study: Can Digital Natives Adapt to Technology's Changes and Speed? Workshop (2015)
- Mobile Technology Addiction and the Digital Native's Culture Workshop (2015)
- Student Perspectives on Cheating in Online Classes Workshop (2015)
- Bring Your Own Device to Work: Do the Benefits Outweigh the Risks? Workshop (2015)
- Active Learning in On-line Courses Workshop (2015)
- Using Writing Across the Curriculum (WAC) Techniques to Promote Increased Student Engagement and Learning in the Computer Information Systems Curriculum Workshop (2015)
- The Educational and Career Backgrounds of CIOs Workshop (2015)
- Critical Factors in the Adoption of Open Sources Technologies Workshop (2015)
- Healthcare Gov: A Retrospective Lesson in the Failure of the Project Stakeholders Workshop (2015)
- Mobile Applications for Health Care Support Workshop (2015)
- HIPAA Security Rule Compliance in Small Healthcare Facilities:: A Theoretical Framework Workshop (2015)
- A Multifactor Research Model of Antecedents of Security and Privacy in Healthcare Settings Workshop (2015)
- Learning about Learning about Learning: Insights from a Student Survey in a Hybrid Classroom Environment Workshop (2015)
- New Technology Adoption: Embracing Cultural Influences Workshop (2015)
- Organizational Culture: Importance and Impact for the Modern Organization Workshop (2015)
- Information Systems Students' Oral and Written Communication: A Continuous Improvement Process Workshop (2015)

- Service-Learning Pedagogy in a Project Management Course: Learning by Doing in an Information Technology Curriculum Workshop (2015)
- Cloud Data Management – Curriculum Resources for Teaching About Hybrid Cloud Workshop (2016)
- Overview of NCWIT (National Center for Women & Information Technology) Workshop (2016)
- Why Little Johnny Can't Compute (And Why It Matters) Workshop (2016)
- MyEducator-A Fresh Look at Online Textbooks Workshop (2016)
- Towards Evidence-based Teaching, Problem-based Learning and Metacognitive Assessment Cycles Workshop (2016)
- A Case Study of Designing an Online Module for an Interdisciplinary Non-Science Majors' Course Workshop (2016)
- Agile Learning: Sprinting Through the Semester Workshop (2016)
- Increasing Student / Corporate Engagement Workshop (2016)
- Academic Integrity Workshop – Part 1 (2014)
- Academic Integrity Workshop – Part 2 (2015)
- Writing Across the Curriculum Certification (2015)
- A Predictive Study of Learners' Perceived Performance in Higher Education Online Learning Environments Workshop (2017)
- Delivering Multiple-Intelligence driven Instruction: Facebook as Indicators of Multiple Intelligence Workshop (2017)
- Active Learning and Formative Assessment in a User-Centered Design Course Workshop (2017)
- Group Assignments as a Measure to Promote Performance in Virtual Teams Workshop (2017)
- Assessment of Group Projects Workshop (2017)
- Information and Communication Technology in the Classroom: BYOD and the University's Role Workshop (2017)
- Reaching and Retaining the Next Generation: Adapting to the Expectations of Gen Z in the Classroom Workshop (2017)
- Security Awareness Training (2018)
- Title IX Training (2018)
- Fire Extinguisher Training (2018)

HONORS AND AWARDS

- QM Course Certification Awardee. (2017). Communication Strategies for Business Professionals-On-line Course for Healthcare Administration Professionals (GEB6217)/EMHA Degree. FAU.
- Robert Morris University Faculty Cohort Leadership Award (2013) Pennsylvania Governor's Advisory Committee for Refugee Resettlement (1998-2001)
- Duquesne University Graduate School Colloquium Committee (1999)
- Recipient of several Premier Achievement Awards for Outstanding Performance (Mellon Bank, N.A (1986-1999)
- Cum laude graduate (1985) (undergraduate degree)

KAREN CHINANDER DYE

Florida Atlantic University
Department of Information Technology and Operations Management
777 Glades Road
Boca Raton, Florida 33431
(561) 297-3446
kchinand@fau.edu

EDUCATION

- Ph.D. 1997 University of Pennsylvania, Wharton School, Operations & Information Management Department
Dissertation: *The influence of accountability and responsibility on managerial decision making: An investigation of environmental, health, and safety decisions within the chemical and steel industries*
- M.A. 1991 University of Pennsylvania, Wharton School, Decision Sciences Department
- B.A. 1989 Gustavus Adolphus College, St. Peter, MN; Economics major, Mathematics minor
Summa Cum Laude, Phi Beta Kappa

TEACHING EXPERIENCE

- 2015 – present Senior Instructor, Florida Atlantic University, College of Business
- 2011 – 2015 Instructor, Florida Atlantic University, College of Business
- 2008 – 2011 Visiting Assistant Professor, Florida Atlantic University, College of Business
- 2003 – 2008 Assistant Professor, Florida Atlantic University, College of Business
- 1997 – 2003 Assistant Professor, University of Miami, School of Business Administration
- 1996 – 1997 Instructor, University of Miami, School of Business Administration
- 1993 – 1995 Instructor, University of Pennsylvania, Wharton School

REFEREED JOURNAL ARTICLES

1. Chinander Dye, Karen, Eggers, J.P., and Shapira, Zur (2014). “Tradeoffs in a Tempest: Stakeholder Influence on Hurricane Evacuation Decisions,” *Organization Science*, 25, 1009 – 1025. ABS 4*
2. Chinander, Karen R. and Schweitzer, Maurice E. (2003). “The Input Bias: The Misuse of Input Information in Judgments of Outcomes,” *Organizational Behavior and Human Decision Processes*, 91, 243 – 253. ABS 4
3. Chinander, Karen R. (2001). “Aligning Accountability and Awareness for Environmental Performance in Operations,” *Production and Operations Management*, 10, 276 – 291. ABS 4
4. Chinander, Karen R., Kleindorfer, Paul R., and Kunreuther, Howard C. (1998). “Compliance Strategies and Regulatory Effectiveness of Performance-Based Regulation of Chemical Accident Risks,” *Risk Analysis*, 18, 135 – 143. ABS 4
5. McNulty, Patrick J., Schaller, Leon C., and Chinander, Karen R. (1998). “Communicating under Section 112(r) of the Clean Air Act Amendments,” *Risk Analysis*, 18, 191 – 199. ABS 4
6. Schaller, Leon C., McNulty, Patrick J., and Chinander, Karen R. (1998). “Impact of Hazardous Substances Regulations on Small Firms in Delaware and New Jersey,” *Risk Analysis*, 18, 181–189. ABS 4

BOOK CHAPTERS

1. Chinander, Karen R. and Schweitzer, Maurice E. (2000). "Judgments of Quality: Using Input Quantity to Evaluate Outcome Quality," in D. Fedor and S. Ghosh (Eds.), *Advances in the Management of Organizational Quality*, Volume 5, 193 – 214, JAI Press/ Elsevier Inc.

CONFERENCE PROCEEDINGS

1. Behara, Ravi, Chinander, Karen R., Wears, Robert, and Perry, Shawna (2006). "Managing Safety in Complex Services: The Case of Hospital Emergency Care Transitions," *Proceedings of the 17th Annual Conference of the Production and Operations Management Society, POM-2006*, Boston, MA.
2. Behara, Ravi, Chinander, Karen R., Barreto, Charmaine, Wears, Robert, and Perry, Shawna (2005). "Analyzing Human Performance in Knowledge-Intensive Services: A Study in Emergency Care." (Abridged version) *Proceedings of the 2005 Annual Meeting of the Decision Sciences Institute*, San Francisco, CA.
3. Sroufe, Robert, Chinander, Karen R., and Jayaraman, Vaidy (2002). "Infrastructural Operational Issues in Measuring, Monitoring and Managing Environmental Performance." *Proceedings of the 2002 Annual Meeting of the Decision Sciences Institute*, San Diego, CA.
4. Chinander, Karen R. (2001). "Aligning Accountability and Awareness for Environmental Performance in Operations." (Abridged version) *Proceedings of the Twelfth Annual Conference of the Production and Operations Management Society, POM-2001*, Orlando, FL.

NATIONAL CONFERENCE PRESENTATIONS (presenting author underlined)

1. Invited panelist, "Early Career Issues Panel", Doctoral and Junior Faculty Joint Consortium, OM Division, Academy of Management Annual Meeting, Vancouver, Canada, August 2015.
2. Chinander Dye, Karen, Eggers, J.P. and Shapira, Zur. "Decision Making Under Turbulent and Recurring Conditions: How judgment, politics, and process effect hurricane evacuation decisions," Symposium, Academy of Management Annual Meeting, Orlando, FL, August 2013.
3. Sroufe, Robert, Chinander Dye, Karen, Montabon, Frank, and Melnyk, Steven. "The Role of Motivation on Environmentally Driven Operations Performance," Second Annual Alliance for Research on Corporate Sustainability Conference, Harvard Business School, May 12-14, 2010.
4. Chinander Dye, Karen and Shapira, Zur. "Organizational Learning Under Turbulent and Recurring Conditions: Effect of Costs of Anticipated Consequences on Hurricane Evacuation Decisions," Organization Science Winter Conference XVI, Steamboat Springs, Colorado, February 2010.
5. Chinander Dye, Karen, and Shapira, Zur. "Organizational Learning Under Turbulent and Recurring Conditions: The Effect of the Costs of Anticipated Consequences on Hurricane Evacuation Decisions," All-Academy Symposium, Academy of Management Annual Meeting, Anaheim, CA, August 2008.
6. Sroufe, Robert, Chinander Dye, Karen, Montabon, Frank, and Melnyk, Steven. "A Study of Sustainable Operating Systems," Production and Operations Management Society Annual Conference, La Jolla, CA, May 2008.
7. Chinander Dye, Karen and Shapira, Zur. "Organizational Learning Under Turbulent and Recurring Conditions: Effect of Costs of Anticipated Consequences on Hurricane Evacuation Decisions," Production and Operations Management Society Annual Conference, La Jolla, CA, May 2008.

8. Behara, Ravi, Chinander, Karen, Wears, Robert, and Perry, Shawna. "Managing Safety in Complex Services: The Case of Hospital Emergency Care Transitions," Production and Operations Management Society Annual Conference, Boston, MA, April 2006.
9. Sroufe, R., Chinander, K., Montabon, F., Jayaraman, V., and Melnyk, S. "An Empirical Study of Expectancy Theory as a Motivational Model for Environmental Activities and Performance within Operations," Academy of Management Annual Meeting, Honolulu, Hawaii, August 2005.
10. Behara, R., Chinander, K., Wears, R., and Perry, S. "An Ethnographic Approach to Safety in Complex Continuous Service Operations," Academy of Management Annual Meeting, Honolulu, Hawaii, August 2005.
11. Chinander, K., and Shapira, Z. "The Hurricane Evacuation Decision Making Process: Is Strategic Learning Possible?" 21st European Group on Organizational Studies Colloquium "Unlocking Organizations" – Strategic Learning Track, Berlin, Germany, June 2005.
12. Chinander, K., and Shapira, Z. "The Hurricane Evacuation Decision Process: To Err is Human, but at What Cost?" Society of Judgment and Decision Making Conference, Minneapolis, MN, November 2004.
13. Chinander, K., and Shapira, Z. "The Hurricane Evacuation Decision Process: To Err is Human, but at What Cost?" Behavioral Decision Research in Management Conference, Duke University, April 2004.
14. Chinander, K. "Influences on the Marketability of Remanufactured Products," INFORMS Annual Meeting, Invited Session on Reverse Logistics, Atlanta, GA, October 2003.
15. Sroufe, R., Chinander, K., and Jayaraman, V. "Infrastructural Operational Issues in Measuring, Monitoring and Managing Environmental Performance," Decision Sciences Institute Annual Meeting, San Diego, CA, November 2002.
16. Chinander, K. "Marketing Issues and Product Returns," Business Perspectives on Closed-Loop Supply Chains II Conference, INSEAD, Fontainebleau, France, October 2002.
17. Chinander, K., and Schweitzer, M. "The Misuse of Input Quantity in Judgments of Outcome," Behavioral Research in Management Conference, Chicago, IL, May 31 – June 2, 2002.
18. Chinander, K. "Aligning Accountability and Awareness for Environmental Performance in Operations," Production and Operations Management Society Annual Conference, Orlando, FL, March 2001.
19. Chinander, K., "An Assessment of Awareness and Accountability for Environmental, Health, and Safety Performance," INFORMS National Conference, Seattle, WA, October 1998.
20. Chinander, K., and Schweitzer, M. "Judgments of Quality: Confusing Inputs with Outputs," Academy of Management Annual Meeting, San Diego, CA, August 1998.
21. Chinander, K., Kleindorfer, P., and Kunreuther, H. "Performance-based Regulation of Chemical Accident Risks," Wharton School Impact Conference, *Innovative Market-Based Approaches to Environmental Policy: Implementing the Major Accident Provisions of the Clean Air Act*, University of Pennsylvania, Philadelphia, PA, October 1995.
22. Chinander, K. "The Role of Accountability in Managerial Decision Making," INFORMS Annual Meeting, Los Angeles, CA, April 1995.

UNIVERSITY/ DEPARTMENT PRESENTATIONS

1. “Collaborative Design and Performance Evaluation of Dynamic Production Systems,” *Teaching with Technology Showcase*, Florida Atlantic University, October 2011. Prepared with Graeme Warren (presenter) and Dennis Battistella.
2. “Input Biases in Managerial Decision Making,” *BLINK Freshman Reading Program Symposium*, Florida Atlantic University, September 2010.
3. “The Hurricane Evacuation Decision Making Process: To err is human but at what cost?” *Research Seminar*, Information Technology and Operations Management Department, Florida Atlantic University, April 2005.
4. “Decision Making and Hurricane Evacuation Decisions: To err is human but at what cost?” *Coffee with the Professor* lecture, Florida Atlantic University, MacArthur Campus, January 14, 2005.

COURSES TAUGHT AT FAU

Undergraduate:	MAN 3506 – Operations Management MAN 4597 – Global Supply Chain Management
Graduate:	MAN 6501 – Operations Management MAN 6596 – Supply Chain Management
Executive MBA/ PMBA/ OMBA:	MAN 6501 – Operations Management
Distance Learning:	MAN 3506 – Operations Management MAN 6501 – Operations Management

DEPARTMENT SERVICE ACTIVITIES

- ITOM Department Secretary, August 2017 - present
- Search Committees, Supply Chain Management Senior Faculty position (2016); Business Analytics/ Supply Chain Management Junior/ Senior position (2018); MIS Instructor position (2019)
- ITOM Department Webmaster, October 2011 – 2014; 2016 - present
- ITOM Department Advising Liaison, October 2011 – 2014
- Course Coordinator, MAN3506 – Operations Management, FAU, October 2003 – October 2011

COLLEGE SERVICE ACTIVITIES

- College of Business Scholarship Committee, 2015 - present
- College of Business Non-tenure track promotion review committee, 2015-2016
- College of Business Academic Integrity Committee, Florida Atlantic University, 2013 – 2014
- College of Business Assessment Committee, Florida Atlantic University, 2010 – 2011
- College of Business Teaching Awards Selection Committee, 2009

UNIVERSITY SERVICE ACTIVITIES

- College of Business, Appeals Panel, Faculty member, 2017
- FAU Mentoring Project, Mentor, 2015-2016
- FAU Strategic Planning Committee, Instructor Review and Promotion, November 2012 – May 2013
- Library Advisory Committee, Florida Atlantic University, MacArthur Campus, Fall 2005 – 2008
- FAU MacArthur Campus Academic Awards Selection Committee, 2006, 2007, 2008
- “Discover FAU at Jupiter,” Faculty representative, July 2007
- Graduation Marshall, Florida Atlantic University, May 2004, 2015
- Facilitator, University of Miami, College of Arts and Sciences Curriculum Retreat, 2001

PROFESSIONAL SOCIETY ACTIVITIES AND SERVICE

- Appointed member, OSCM Distinguished Scholar Selection Committee, Academy of Management Operations and Supply Chain Management Division, 2017 – 2018.
- Interim Past Division Chair, Academy of Management Operations Management Division, 2015-2016
- Chair, OM Scholar Selection Committee, Academy of Management Operations Management Division, 2015-2016; 2013-2014; 2011-2012 (member)
- Past Division Chair, Academy of Management Operations Management Division, 2013 – 2014
- Division Chair, Academy of Management Operations Management Division, 2012 - 2013
- Division Chair-Elect, Academy of Management Operations Management Division, 2011 - 2012
- Program Chair, Academy of Management Operations Management Division, 2010-2011
- Professional Development Workshop Chair, Academy of Management Operations Management Division, 2009-2010
- Secretary, Academy of Management Operations Management Division, 2002 – 2009
- Program Committee, 2005 INFORMS Annual Meeting, Research Clinics Co-Chair
- Program Committee, 2001 INFORMS Annual Meeting, Doctoral Colloquium Chair
- Program Committee, Behavioral Decision Research in Management Conference, University of Miami, June 1998

JOURNAL AND PROFESSIONAL CONFERENCE REVIEWER SERVICES

- Associate Editor, *Journal of Operations Management*, May 2012 – present
- *Journal of Operations Management* 2012 Best paper selection committee, February 2013
- Editorial Review Board, *Journal of Operations Management*, May 2009 – May 2012
- Reviewer, Harvard Business Publishing, Brief Cases, August 2011 - present
- Ad hoc Reviewer: *Journal of Economic Education*, *Journal of Operations Management*, *Interfaces*, *Production and Operations Management*, *Organizational Behavior and Human Decision Processes*, *International Journal of Operations and Production Management*, *IEEE Transactions on Engineering Management, Organization & Environment*, *International Journal of Internet and Enterprise Management*, *Journal of Cleaner Production*, *International Journal of Operations and Quantitative Management*, *Journal of Industrial Ecology*
- Reviewer for Decision Sciences Annual Meeting, P/OM – Service Management Track, 2005
- Reviewer for Decision Sciences Annual Meeting, P/OM – Manufacturing Track, 2002
- Reviewer for Academy of Management Annual Meetings – Operations Management Division, 1995 – 2005, 2008
- Reviewer for INFORMS/ *Organization Science* Dissertation Proposal Contest, 1997, 1998
- Reviewer for ICIS 1998 and 2006 Conference

PROFESSIONAL CONFERENCE PARTICIPATION

- Session Chair, “Methods and Models for Improving Healthcare Operations,” Production and Operations Management Society Annual Meeting, Healthcare Operations Track, April 2006
- Session Chair, “New Frontiers in Operations Strategy,” Academy of Management Annual Meeting, Operations Management Division, August 2004.
- Session Chair, POMS Annual Conference, Environmental Issues Track, 2001
- Session Chair, Society of Judgment and Decision Making Annual Conference, 2000
- Invited Session Chair and organizer, INFORMS Annual Meeting, Reverse Supply Chains Cluster, 2003
- Invited Participant, *Business Aspects of Closed-loop Supply Chain Workshop*, 2001 – 2005.
- Breakout Group Leader, Business Aspects of Closed-loop Supply Chains Workshop, 2002
- Discussant, Academy of Management Annual Meetings, Operations Management Division, 1999 – 2002
- Judge for Society of Judgment and Decision Making Student Poster Contest, 2000, 2001

COMMUNITY SERVICE

- Appointed Member, National Advisory Board, Gustavus Adolphus College, Economics and Management Department, September 2012 – present.
- Member, Marketing Committee of the National Advisory Board, Economics and Management Department, Gustavus Adolphus College, September 2018 – present.
- Member, Entrepreneurial Cup Committee of the National Advisory Board, Economics and Management Department, Gustavus Adolphus College, 2015 – 2018.
- Member, Board of Directors, Institute of Supply Management, NAPM Gold Coast Affiliate, 2012- 2013.
- Organizational Development Committee, Holy Spirit Lutheran Church, Juno Beach, FL, 2011.
- Strategic Planning Committee, Holy Spirit Lutheran Church, Juno Beach, FL, 2011.
- Operations Assessment and Improvement Committee, Holy Spirit Lutheran Church, Juno Beach, FL, 2009 – 2010.

PROFESSIONAL MEMBERSHIPS

Academy of Management

Production and Operations Management Society

Behavioral Dynamics in Operations Management Network

Institute for Supply Chain Management

PROFESSIONAL DEVELOPMENT

Professional Development Workshops, Academy of Management Annual Meetings, 2015, 2017, 2018.

Teaching with Technology Showcase, Florida Atlantic University, Spring 2011, 2014, 2015, 2016

Center for eLearning Course Development course, Florida Atlantic University, Spring 2012

Center for eLearning and OIT Workshops, Florida Atlantic University, Spring 2013 – present

University Master Teacher Workshop, 2019

College of Business Master Teacher Workshops, 2011 – 2013, 2015-2016, 2018,

Mentoring Project Workshops, Florida Atlantic University, Fall 2015

Center for Teaching and Learning Seminars, Florida Atlantic University, 2010

POMS Supply Chain Management mini-conference, May 2009

Organizational Communication and Information Systems/ Technology and Innovation Management, Academy of Management Junior Faculty Consortium, August 2001

TEACHING AWARDS

- Excellence in Undergraduate Teaching Award, Florida Atlantic University, 2014 (8 awarded university-wide)
- FAU MacArthur Campus College of Business Exceptional Faculty Award, 2008 (1 awarded campus-wide)
- Excellence in Undergraduate Teaching Award, Florida Atlantic University, 2006 (8 awarded university-wide)
- Excellence in Undergraduate Teaching Award, College of Business, FAU, 2006 (2 awarded college-wide)
- FAU MacArthur Campus College of Business Exceptional Faculty Award, 2006 (1 awarded campus-wide)
- Nominated for FAU MacArthur Campus College of Business Exceptional Faculty Award, 2005
- One of six finalists for the Distinguished Teacher of the Year Award, College of Business, FAU, 2004
- Nominated for the Distinguished Teacher of the Year Award, College of Business, FAU, 2003
- Excellence in Teaching Award, University of Miami School of Business, 2001 (3 awarded school-wide)
- Recognized by University of Miami Panhellenic Council for Outstanding Teaching, 2002, 1997

RESEARCH AWARDS AND OTHER HONORS

- Florida Atlantic University, Distinction through Discovery Curriculum Grant received for a new research-focused assignment in MAN 4597, 2016
- Florida Atlantic University, College of Business Summer Research Award, 2014, 2015, 2016
- Academy of Management, OM Division Outstanding Service Award, 2014
- Journal of Operations Management, Best Reviewer Award, 2012
- Academy of Management, Operations Management Division Best Reviewer Award, 2008
- Florida Atlantic University, College of Business, Dean's Summer Research Grant, 2006
- Florida Atlantic University, College of Business, Dean's Summer Research Grant, 2004
- Florida Atlantic University, Division of Research and Graduate Studies, Travel Award Recipient, 2005
- Florida Atlantic University, Division of Research and Graduate Studies, Travel Award Recipient, 2003
- University of Miami James W. McLamore Summer Research Award, 2002
- University of Miami James W. McLamore Summer Research Award, 1998
- Invited Participant, Operations Management Doctoral Consortium, Academy of Management, 1994
- Minnesota Student Delegate to the Council of Logistics Management National Conference, 1988

Stuart Diaz Galup, D.B.A.

**Department of Information Technology and Operations Management
College of Business
Florida Atlantic University**

**3200 College Avenue
Liberal Arts Building, LA 485
Fort Lauderdale, Florida, 33314
Office telephone: 954-236-1260
Email: sgalup@fau.edu**

ACADEMIC EXPERIENCE

Associate Professor and CoB Assurance of Learning Coordinator

Director, ITOM Graduate Programs (2011 - 2013)

Assistant Professor (1997 - 2004)

Information Technology and Operations Management Department
College of Business
Florida Atlantic University
Boca Raton, Florida

Visiting Professor - (Spring 2006)

Semester at Sea (www.semesteratsea.com) is a program academically sponsored by the University of Virginia. Semester at Sea provides study abroad opportunities for the exploration and study of many of the people, places and cultures around the world. Ports of call: Nassau, Bahamas; San Juan, Puerto Rico; Salvador, Brazil; Cape Town, South Africa; Port Louis, Mauritius; Chennai (Madras), India; Yangon, Myanmar; Ho Chi Minh City, Vietnam; Hong Kong; Qindao, PRC; Kobe, Japan; and San Diego, California.

Courses Taught: Information Systems and Business Process Design, Electronic Government, and Electronic Commerce

Visiting Professor - (Summer 2002)

Escuela Superior de Gestión Comercial y Marketing (ESIC) in Madrid, Spain.

The Business and Marketing School, ESIC, founded in 1965 by the Religious Institution of the Sacerdotes del Corazón de Jesús, Padres Reparadores, is the leading private Marketing School in Spain. I taught a course on Management Information Systems in the global economy.

PROFESSIONAL EXPERIENCE

Consulting (Ongoing)

Stuart Galup Consulting, LLC

I consult, coach, and train organizations on the use and application of Information Technology Service Management frameworks and ISO/IEC standards.

ITSM Academy (<http://www.itsmacademy.com/>) – part-time trainer

Deputy Director [aka Deputy Chief Information Officer] (1995 to 1997)

Palm Beach County Information Systems Service Department, Palm Beach, Florida

I was responsible for a \$14.6 million operating budget, which included a staff of 180 (150 permanent and 30 temporary) employees. I was instrumental in the County's \$34 million technical and organizational transformation from a character-based host centric environment to an open systems multi-tier client/server environment. This involved a major organizational redesign and the retooling of the staff.

Computerworld documented the success of the process used to transition the mainframe programmers and analysts to client/server technologies in two July 8, 1996 articles; (<http://itom.fau.edu/sgalup/SGALUP/ComputerWorld1996a.pdf>) and (<http://itom.fau.edu/sgalup/SGALUP/ComputerWorld1996b.pdf>).

Assistant Director/Commander [aka Chief Information Officer] (1990 to 1995)

Broward Sheriff's Office Information Services Bureau, Broward County, Florida

During my five years with the Broward Sheriff's Office, I completed the implementation of a fiber-optic office facility (New BSO Headquarters facility), which was the center of a countywide open systems network using TCP/IP, IPX/SPX, and SNA. This network supports universal access from any workstation to a series of Sequent Unix servers, an IBM 3090, a Tandem Cyclone-R, and multiple Novell servers. Administrative (personnel and finance) and public safety information systems were developed using Oracle's relational data base management system, Oracle Forms 3.0, Visual Basic, and COBOL.

My duties included budget administration, planning, and day-to-day operations. I held the position of Systems Manager (1991 to 1992), Commander (aka CIO) of the Information Systems Department (1992 to 1993). In 1993, a new Sheriff reorganized the Sheriff's Office and combined departments (e.g. Records and Information Services) into the Information Services Bureau and promoted to Assistant Director of the Information Services Bureau (1993 to 1995).

Programming Systems Supervisor (1982 to 1990)

Miami-Dade Police Department Data Systems Bureau, Miami, Florida

I was responsible for the development of administrative and law enforcement information systems (e.g. Crime Lab, Pawn Property, Field Interrogation, etc.), office systems support, and computer systems administration (mini and micro). During my tenure, I helped build the information systems department from one programmer (me) to 45 fulltime information systems professionals and design the new Police Headquarters facility in Doral. I was the first computer technologist hired by the department. I held the positions of Programmer (1982 to 1983), Systems Analyst II (1983 to 1984), Senior Systems Analyst (1984 to 1986), and Programming Systems Supervisor (1986 to 1990). I was the youngest Programming Systems Supervisor in the system at that time.

Programmer (1982)

City of North Miami, North Miami, Florida

I held the position of junior programmer and worked on water billing and payroll.

EDUCATION

D.B.A. H. Wayne Huizenga School of Business and Entrepreneurship
Nova Southeastern University, Fort Lauderdale, Florida, June 1994.
Major: Management

M.S. H. Wayne Huizenga School of Business and Entrepreneurship
Nova Southeastern University, Fort Lauderdale, Florida, June 1988.
Major: Telecommunications Management

B.B.A. R. Kirk Landon Undergraduate School of Business
Florida International University, Miami, Florida, August 1982.
Major: Management Information Systems

EXECUTIVE/PROFESSIONAL EDUCATION

Massachusetts Institute of Technology (1995)
Course: Business Reengineering with Technology

The Wharton School, University of Pennsylvania (1992)
Course: Managing Technology and Innovation

PROFESSIONAL CERTIFICATION

Certified Computing Professional

- Institute for Certification of Computer Professionals - (<http://www.iccp.org/>)

Certified in the Governance of Enterprise IT

- Information Systems Audit and Control Association – (<http://www.isaca.org/>)

Certified DevOps Foundation

- DevOps Institute - (<http://devopsinstitute.com/>)

ITIL® V3 Expert Certificate

ITIL® V3 Intermediate Qualification: Managing Across the Lifecycle Certificate

ITIL® V3 Intermediate Lifecycle Stream Certificate in Service Strategy

ITIL® V3 Intermediate Lifecycle Stream Certificate in Service Design

ITIL® V3 Intermediate Lifecycle Stream Certificate in Service Operations

ITIL® V3 Intermediate Lifecycle Stream Certificate in Service Transition

ITIL® V3 Intermediate Lifecycle Stream Certificate in Continual Service Improvement

ITIL® V3 Intermediate Compatibility Stream Certificate in Operational Support and Analysis

ITIL® V3 Intermediate Compatibility Stream Certificate in Release, Control and Validation

ITIL® V3 Intermediate Compatibility Stream Certificate in Service Offerings and Agreements

ITIL® V3 Intermediate Compatibility Stream Certificate in Planning, Protection and Optimization

ITIL® V3 Foundation Certificate

- United Kingdom Office of Government Commerce (www.ogc.gov.uk/guidance_itol.asp)

ITIL® V2 Manager's Certificate in IT Service Management

ITIL® V2 Certificate in Practitioner Support and Restore

ITIL® V2 Foundation Certificate

- United Kingdom Office of Government Commerce (www.ogc.gov.uk/guidance_itol.asp)

Consultant/Manager Competence Certificate in ITSM according to ISO/IEC 20000

Professional Certificate Support of IT Services according to ISO/IEC 20000

Professional Certificate Alignment of IT and the Business according to ISO/IEC 20000

Professional Certificate Management and Improvement of ITSM processes according to ISO/IEC 20000

Foundation Certificate in ITSM according to ISO/IEC 20000

- itSMF (<http://www.itsmf.org/>)

Microsoft Operations Framework (MOF) V 4.0 Foundation Certificate

- Microsoft (<http://technet.microsoft.com/en-us/library/cc506049.aspx>)

RESEARCH INTERESTS

IT Management and Personnel Issues (Human Capital and Social Networks)
Knowledge Management
Electronic Government

COURSES TAUGHT

Graduate: Management Information Systems and Technology
 General Database Management Systems
 Information Technology Service Management
 Graduate Internships

Undergraduate: Management of Information Systems
 Database Management Systems
 Business Data Communications
 Oracle DBMS – fundamentals
 Oracle DBMS – advance topic
 Java Programming
 Undergraduate Internships

Public Safety Information Systems (College of Design and Social Inquiry -
BS in Public Safety degree)

Executive MBA: Management Information Systems and Technology

REFEREED WORKS

Patent

Dattero, R., Galup, S., and Thabit, B. (December 6, 2005). U.S. Patent No. 6,973,462. Washington, DC: U.S. Patent and Trademark Office.

Journal publications

1. Galup, S., Dattero, R., Quan, J. (Forthcoming 2020). What do Agile, Lean, and ITIL mean to DevOps?. *Communications of the ACM*, #(#), ##-##.
2. Dattero, R., Galup, S. Kan, A. and Quan, J. (2017). IT Pays To Be Agile. *Journal of Computer Information Systems*, 57(3), 252-257.
3. Galup, S., Dattero, R., Quan, J. (2016). The Compensation benefit of ITIL Skills and Certifications. *International Journal of Service Science, Management, Engineering, and Technology*. 7(2), Paper 1.
4. Galup, S., Dattero, R., and Groll, J. (2011). DNA Model of IT Service Assets. *International Journal of Service Science, Management, Engineering, and Technology*, 2(2), 16-47.

5. Quan, J., Dattero, R., Galup, S., and Dhariwal, K. (2011). The Determinants of Information Technology Wages. *International Journal of Human Capital and IT professionals*, 2(1), 48-65.
6. Galup, S. and Dattero, R. (2010). A Five-Step method to tune your ITSM Processes. *Information Systems Management Special Issue on Servitizing IT*, 27(2), 156-167.
7. Dattero, R. and Galup, S. (2009). Mapping Explicit Islands in a Tacit Sea: Insights into Dynamics of Knowledge Management. *Journal of Information Science and Technology*, 6(4), 22- 32.
8. Galup, S., Dattero, R., Quan, J. and Conger, S. (2009). An Overview of Information Technology Service Management. *Communications of the ACM*, 52(5), 124-127.
9. Quan, J., Dattero, R. and Galup, S. (2008). An Explorative Study of Age Discrimination in IT Wages. *Information Resource Management Journal*, 21(3), 24-38.
10. Galup, S., Klein, G., and Jiang, J. (2008). The Impacts of Job Characteristics on IS Employee Satisfaction: A Comparison between Permanent and Temporary Employees in the Not-for-Profit Sector. *Journal of Computer Information Systems*, 48(4), 58-69.
11. Dattero, R., Galup, S. and Quan, J. (2007). The Knowledge Audit: Meta-Matrix Analysis. *Knowledge Management Research & Practice*, 5(3), 213-221.
12. Beachboard, J., Conger, S., Galup, S., Hernandez, A., Probst, J., and Venkataraman, R. (October 2007). AMCIS 2007 Panel on IT Service Management: IT Service Management in the IS Curriculum, *Communications of the AIS*, 20(article 35), 555-566.
13. Bullen, C., Abraham, T., and Galup, S. (2007). IT Workforce Trends: Implications for Curriculum and Hiring. *Communications of the AIS*, 20(article 34), 545-554.
14. Hicks, R., Galup, S., and Dattero, R. (2007). The Transformations in the Five Tier Knowledge Management Transformation Matrix. *Journal of Knowledge Management Practice*, 8(1).
15. Quan, J., Dattero, R. and Galup, S. (2007). Information Technology Wages and the Values of Certifications: a Human Capital Perspective. *Communications of the AIS*, 19(Article 6), 81-114.
16. Hicks, R., Dattero, R., and Galup, S. (2007). A Metaphor for Knowledge Management: Explicit Islands in a Tacit Sea. *Journal of Knowledge Management*, 11(1), 5-16.
17. Hicks, R., Dattero, R., and Galup, S. (2006). The Five Tier Knowledge Management Hierarchy. *Journal of Knowledge Management*, 10(1), 19-31. **Emerald Literati Network Awards for Excellence 2007 – Winner of the “Outstanding Paper” award.**
18. Dattero, R., Galup, S., and Quan, J. (2005). Assessing Gender Differences in Software Developers using the Human Capital Model. *Information Resource Management Journal*, 18(3), 66-85.
19. Galup, S., Dattero, R., and Quan, J. (2004). The Demand for Information Technology Knowledge and Skills: An Exploratory Investigation. *Journal of International Technology and Information Management*, 13(4), 253-262.

20. Galup, S., Dattero, R., and Quan, J. (2004). The Effect of Age on Computer Programmer Wages. *Journal of Computer Information Systems*, 45(1), 57-68.
21. Dattero, R., Galup, S., Quan, J., and Satzinger, J. (2004). The Human Capital Value of OOP, *Communications of the AIS*, 13(Article 28), 459-470.

Promoted to Associate Professor

22. Dattero, R. and Galup, S. (2004). Programming Languages and Gender. *Communications of the ACM*, 47(1), 99-102.
23. Galup, S., Dattero, R. and Hicks, R. (2003). Enterprise Knowledge Dictionary. *Knowledge Management Research & Practice*, 1(2), 95-101. (republished online 12/19/2017)
24. Dattero, R., Quan, J., and Galup, S. (2003). Estimating the Value of Java and C++ Skills. *Communications of the AIS*, 11(Article 17), 310-321.
25. Hicks, R., Dattero, R., and Galup, S. (2002/2003) A Verification-Based Conflict Resolution Strategy for Knowledge Management Systems. *Journal of Computer Information Systems*, 43(2), 36-41.
26. Cervený, J. and Galup, S. (2002). Critical Chain Project Management: A Holistic Solution Aligning Quantitative and Qualitative Project Management Methods. *Production and Inventory Management Journal*, 43(3&4), 55-64.
27. Galup, S., Dattero, R., and Hicks, R. (2002). Knowledge Management Systems: An Architecture for Active and Passive Knowledge. *Information Resource Management Journal*, 15(1), 22-27.
28. Bhattacharya, S., Galup, S., and Weaver, M. (2002). Lemon County Embarks on Information Technology and Systems Management. *The Journal of Accounting Case Research*, 7(1), 13-32.
29. Galup, S. and Dattero, R. (2000/2001). Information Engineering Methodologies and Organizational Change: An Exploratory Study. *Journal of Computer Information Systems*, 41(2), 48-51.
30. Weaver, M., Bhattacharya, S., and Galup, S. (2000). Effective Software Management: Its Time Has Come in Internal Audit. *Internal Auditing*, 15(3), 3-13.
31. Galup, S. (1999). A Training Strategy for Information Technology Organizations Transitioning To Enterprise-Wide Client/Server Computing. *ACM SIGCPR Computer Personnel*, 20(2), 27-40.
32. Galup, S., Saunders, C., Nelson, R., and Cervený, R. (1997). The Use of Virtual Staff and Managers in a Local Government Environment. *Communication Research*, 24(6), 698-730. This article is listed in the International Bibliography of Sociology: 1997 published by the British Library of Political and Economic Science at the London School of Economics.

Books and chapters in books

1. Galup, S. (2012). (Ed.), *Technology Applications and Advancements in Service Science, Management, and Engineering* (pp. xvii-xxv). Hershey, PA: Business Science Reference. ISBN13: 9781466615830, ISBN10: 1466615834

Technological Applications and Advancements in Service Science, Management, and Engineering is a compendium of research that proves to be an indispensable resource for cutting-edge knowledge in service science understood as a broad research field that embodies all the aspects that relate to services, their planning, design, operation, evaluation, and improvement. Perfect for academic researchers and practicing professionals, this volume serves as a vehicle for the development of service science and how good services are devised and engineered to get the maximum value for their efforts.



2. Quan, J., Dattero, R. and Galup, S. (2010). *Impact of Age on Information Technology Salaries*. Editor: Mehdi Khosrow-Pour. Global, Social, and Organizational Implications of Emerging Information Resources Management: Concepts and Applications. Pennsylvania: Idea Group Publishing. ISBN13: 9781605669625, ISBN10: 1605669628, EISBN13: 9781605669632, pp. 403-420
3. Cerveny, J. and Galup, S. (2008) *Critical Chain Project Management*. Editors: Luis A Zarruk and Alejandro Fernandez. La Maquina Generadora de Efectivo. ISBN: 978-958-710-350-2.
4. Dattero, R. Galup, S. and Quan J. (2007) *Salary Differences between Male and Female Software Developers*, Editor: Medhi Khosrow-Pour, Emerging. Information Resources Management and Technologies, Pennsylvania: Idea Group Publishing. ISBN: 1-59904-286-X.
5. Galup, S., Dattero, R., and Quan, J. (2006) *Gender and Age Discrimination of Computer Programmers*. Editors: Fred Niederman and Tom Ferratt. It Workers: Human Capital Issues in a Knowledge-based Environment (Research in Human Resource Management). pp. 243-276. Information Age Publishing. ISBN: 1-5931144-6-X.
6. Galup, S., Dattero, R., and Hicks, R. (2005). *Client/Server and the Knowledge Directory*. Editor: Mehdi Khosrow-Pour. Encyclopedia of Information Science and Technology. Pennsylvania: Idea Group Publishing. ISBN: 1-59140-553-X.

Promoted to Associate Professor

7. Galup, S., Dattero, R., and Hicks, R. (2003). *An Architecture for Active and Passive Knowledge Management Systems*. Editor: Mehdi Khosrow-Pour. *Advanced Topics of Information Resource Management*, Vol. 2. (pp. 160-172). Pennsylvania: Idea Group Publishing. ISBN:1-59140-062-7.
8. Hicks, R., Dattero, R., and Galup, S. (2003). *Accurate Active Knowledge Management Systems*. Editors: M. Gordon Hunter and K. Kathy Dhanda (Ed.), *Information Systems: The Challenge of Theory and Practice* (pp.66-83). Las Vegas, NV: The Information Institute. ISBN: 0-9729562-0-4.
9. Galup, S. and Dattero, R. (2002). *Client/Server and the Knowledge Directory: A Natural Relationship*. Editor: Don White. *Knowledge Mapping and Management*, (pp 187-194). Pennsylvania: IRM Press. ISBN: 1-931777-17-9.

Presentations

1. Galup, S. (Moderator), Mead, G. (KPMG), Martin, J. (Team CYMRU), Jullien, A. (Geo Group), Paulette, L. (Florida Crystals), Steinbart, PJ. (Arizona State University), Cyber Security Panel Session, *Information Systems Section Midyear meeting and 11th annual AIS New Scholar Consortium*, January 2013, Fort Lauderdale, Florida, USA.
2. Beachboard, J., Conger, S., Galup, S., Venkataraman, R., and Probst, S. IT Service Management in the IS Curriculum: A roadmap. *Americas Conference on Information Systems*, August 2007, Keystone, Colorado, USA
3. Bullen, C., Abraham, T., and Galup, S. IT Workforce Trends: Implications for Curriculum and Hiring. *Americas Conference on Information Systems*, August 2007, Keystone, Colorado, USA.

CONTRACTS OR GRANTS RECIEVED

Electronic Government Project Grants

These five grants funded research and software development of Probate, Guardianship, and Mental Health electronic government project. The judicial system is responsible for ensuring that guardians properly care for wards to include young (minors), elderly, physically disabled, and/or the mentally disabled.

2000 - 2002

Office of the State Courts - \$23,000

Office of the State Attorney General - \$15,000

Office of the State Attorney General - \$75,000

Department of Elder Affairs - \$20,000

17th Judicial Circuit - \$5,000

International Business Grant

1998: U.S. Department of Education Grant for International Business - \$2,000

College of Business Summer Research Grant

2002: College of Business Summer Research Grant - \$6,000

University Grants

2011: Center for eLearning's Training & Course Development Program Grant - \$3,000

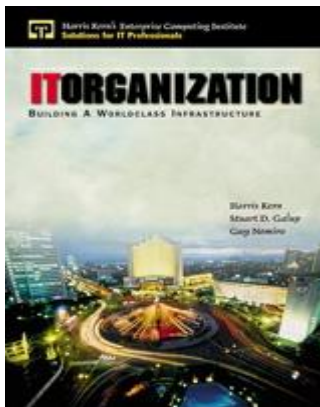
NON-REFEREED WORKS

Copyright

Galup, S. and Dattero, R. Certificate of Copyright Registration in the United States on January 1, 2010 as TXu001798498 for ISO/IEC 20000 ASSESSMENT. (2012)

Galup, S., Dattero, R., and Thabit, B. Certificate of Copyright Registration in the United States on March 26, 2001 as TX 5-368-101 for Probate, guardianship and mental health information system and visual interface. (2005)

Books



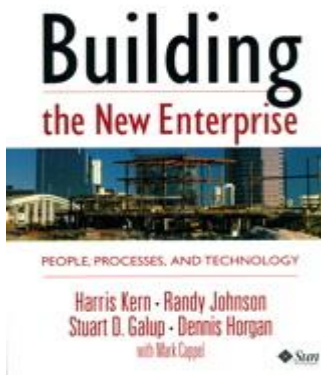
Kern, H., Galup, S. and Nemiro, G. (2000). *IT ORGANIZATION: Building A WorldClass Infrastructure*. New Jersey: Prentice Hall.

U.S.A. edition - ISBN10: 0130222984 or ISBN13: 9780130222985
paperback - ISBN10: 0768682290 or ISBN13: 9780768682298

Korean edition - ISBN10: 898541271X or ISBN13: 9788985412711

Chinese edition — 组织：构筑世界级基础设施 /Zu zhi : gou zhu shi jie ji chu she shi
ISBN10: 7801900014 or ISBN13: 9787801900012

This book is listed on the Information Technology Service Management Forum (www.itsmfusa.org) website as recommended ITSM reading: [Link to itSMF Bibliography](#)



Kern, H., Johnson, R., Galup, S., and Hogan, D. (1998). *Building the New Information Technology Enterprise: People, Processes, and Technology*. Palo Alto, CA: Sun Microsystems Press.
ISBN: 0-13-079671-9

Practitioner Publications

1. Galup, S. (February 20, 2009). ITSM: Connecting service desk operations to IT strategies. www.SearchWinIT.com.
2. Galup, S. (October 10, 2008). Using MOF to resolve common Windows service desk challenges. www.SearchWinIT.com
3. Galup, S. (July 29, 2008). How Microsoft Operations Framework 4.0 enhances IT service management. www.SearchWinIT.com.
4. Galup, S. (May 15, 2008). How using key performance indicators improves service desk efficiency. www.SearchWinIT.com.
5. Galup, S. (March 13, 2008). How the service desk can help Windows shops meet SOX compliance. www.SearchWinIT.com.
6. Galup, S. (January 3, 2008). How to use RACI charts to define service desk roles and responsibilities. www.SearchWinIT.com.
7. Galup, S. (September 20, 2007). Use SLAs to assign help desk incident priorities. www.SearchWinIT.com.
8. Galup, S. (August 22, 2007). Tracking help desk tickets: Policies and procedures. www.SearchWinIT.com.
9. Galup, S. (July 12, 2007). IT communication builds incident management successes. www.SearchWinIT.com.
10. Galup, S. (June 14, 2007). Incident management made easier with Microsoft Service Desk. www.SearchWinIT.com.
11. Galup, S. (June 4, 2007). ITIL, MOF and the Windows IT manager. www.SearchWinIT.com.

Presentations

1. Galup, S. Top Technology Trends for 2014 and the MBA MIS Degree. Al-Balqa' Applied University in Salt, Jordan. March 6, 2014.
2. Galup, S. Current Issues in E-Government. Al-Balqa' Applied University in Salt, Jordan. March 6, 2014.
3. Conger, S., Hefley, W. E., Galup, S. and Dattero, R. Service Quality Measurement in a Service Desk Environment. *itSMF USA ColdFusion '13 White Paper*, December 12, 2013, Nashville, Tennessee, USA.
4. Galup, S. eDBA and eMBA programs. Al-Balqa' Applied University in Salt, Jordan. May 15 & 16, 2013.
5. Galup, S. Trends in EGovernment research and MBA programs. Al-Balqa' Applied University in Salt, Jordan. May 8 & 9, 2012.

6. Galup, S. and Dattero, R. The DNA of ITSM. Pink Elephant 15th Annual International Information Technology Management Conference & Exhibit, Las Vegas, Nevada. February 20-23, 2011.
7. Galup, S. and Dattero, R. The DNA of ITSM Workshop. Pink Elephant 15th Annual International Information Technology Management Conference & Exhibit, Las Vegas, Nevada. February 20-23, 2011.
8. Galup, S. and Dattero, R. Using Internet and Intranet software to provide Probate and Mental Health electronic court and clerk of court services. The Sixth Judicial Circuit of Florida Conference, July 18 – 20, 2000.
9. Galup, S. The Use of Temporary Managers in a Local Government Information Systems Services Department. Government Information Systems Association, June 15, 1998.

Interviews

August 19, 2013 – SunSentinel – Anne Giggis - Is City Hall going into the cloud?

December 4, 2011 - SunSentinel - Larry Schwingel – “College students are not immune from identity theft” HIGHER LEARNING section of the Sunday edition.

August 23, 2011 - West Palm Beach (WPTV) Channel 5 - Katie LaGrone – The interview focused on credit card notification law and the recent Federal legislation Secure and Fortify Electronic (SAFE) Data Act sponsored by Rep. Mary Bono Mack (R-Calif.)

1995 – West Palm Beach (WPTV) Channel 5 – The interview focused on the Palm Beach County data breach that affected water and sewer customers.

Awards - Sixth Annual IT Florida Finalists

Stuart Galup, Ronald Dattero, and Bryan Thabit, inventors of The Integrated Guardianship Information Systems were selected as finalists for the 2008 Excellence in IT Leadership-Southeast Award.

The Excellence in IT Leadership-Southeast Award is presented by ITFlorida which serves the state as an umbrella organization, comprised of both public and private technology leaders; and advocates for sound public policy to the Governor, the Legislature, and Enterprise Florida on technology issues and initiatives.

The Sixth Annual ITFlorida Awards Gala took place on October 6-7, 2008 at the Disney's Contemporary Resort, which included the following speakers and presenters:

- Sandy Baruah, Administrator of the U.S. Small Business Administration (SBA)
- U.S. Sen. Bill Nelson
- Florida Senate President-Designate Jeff Atwater
- State CIO David Taylor
- Florida Senator Jeremy Ring
- Dr. Dale Brill, director of Gov. Charlie Crist's office of economic development
- Terry Tamminen, former Secretary of the California EPA

PROCEEDINGS and PRESENTATIONS

1. Conger, S., Hefley, W. E., Galup, S. and Dattero, R. Service Quality Measurement: Past and Future. *Proceedings of the International Conference on Information Systems (ICIS) SIGSVC Pre-conference workshop*, December 16, 2012, Orlando, Florida, USA.
2. Dattero, R. and Galup, S. Design of New or Changed Services in the Cloud: An ISO/IEC 20000 Perspective, *Proceedings of the 1st International IBM Cloud Academy Conference*, April 19 – 20, 2012, Research Triangle Park, North Carolina, USA.
3. Galup, S. and Dattero, R. Investigating IT services using DNA. *Proceedings of the International Conference on Information Systems (ICIS) SIGSVC Pre-conference workshop*, December 9, 2010, Saint Louis, Missouri, USA.
4. Galup, S. and Dattero, R. Viewing the IS Model Undergraduate Curriculum from an Information Technology Service Management Perspective. *Proceedings of Information Technology Service Management Forum (itSMF) Annual Academic Symposium*, September 20-23, 2009, Dallas, Texas, USA.
5. Dattero, R. and Galup, S. The ACM/AIS IS Model Undergraduate Curriculum: Information Technology Service Management Perspective, *Proceedings of the 3rd International Conference on the Virtual Computing Initiative (IBM University Days)*, 2009, 40-43, Research Triangle Park, North Carolina, USA.
6. Galup, S., Dattero, R., Quan, J., and Conger, S. Information Technology Service Management: An Emerging Area of Academic Research and Pedagogical Development. *Proceedings of the ACM Special Interest Group on Management Information Systems 2007 SIGMIS Computer Personnel Doctoral Consortium and Research Conference*, St. Louis, Missouri, USA, April 19- 21 2007.
7. Galup, S., Conger, S., Dattero, R., Orr, A., Palmer, R., Probst, J. and Kontogiorgies, P. IT service management: academic programs face the issues of globalization. *Proceedings of the ACM Special Interest Group on Management Information Systems 2007 SIGMIS Computer Personnel Doctoral Consortium and Research Conference*, St. Louis, Missouri, USA, April 19- 21 2007.
8. Bagchi, K., Galup, S., and Cervený, R. An Empirical Study on E-Government Readiness: The Roles of Institutional Efficiency and Interpersonal Trust. *Proceedings of the 7th Annual International Conference on Digital Government Research*, May 21-24, 2006, San Diego, California.
9. Quan, J., Galup, S., and Dattero, R. Gender Discrimination in IT Salary: A Preliminary Investigation. *Proceedings of the Information Resource Management Association*, May 21-24, 2006, Washington, D.C., USA.
10. Hicks, R., Dattero, R., and Galup, S. The Five Tier Knowledge Management Trapezoid. *Proceedings of the Decision Science Institute*, November 19–22, 2005, San Francisco, California.
11. Galup, S., Dattero, R., and Quan, J. A Content Analysis of Information Technology Job Advertisements. *Proceedings of the Information Resource Management Association*, May 15-18, 2005, San Diego, California, USA.

12. Hicks, R., Dattero, R., and Galup, S. The Explicit Islands in a Tacit Lake with Bridges Paradigm for Knowledge Management. *Proceedings of the ISOneWorld Conference*, March 30-April 1, 2005, Las Vegas, NV, USA.
13. Dattero, R. and Galup, S. Mapping Earl's Knowledge Management Taxonomy to an Extension of McElroy's Intellectual Capital Model. *Proceedings of the 26th McMaster World Congress*, January 19-21, 2005, Hamilton, Ontario, Canada.
14. Hicks, R., Galup, S., and Dattero, R. The Five Tier Knowledge Management Taxonomy. *Proceedings of the Decision Science Institute*, November 20-23, 2004, Boston, Massachusetts.
15. Hicks, R., Dattero, R., and Galup, S. A Value Chain Perspective of Knowledge Definitions and Transformations. *Proceedings of the Allied Academies 2004 International Conference*, 8(2), 29-33, October 2004, Maui, Hawaii.

Promoted to Associate Professor

16. Dattero, R., Quan, J., and Galup, S. Assessing Gender Differences in Developers: A Preliminary Investigation. *Proceedings of the 2003 Americas Conference on Information Systems*, August 2003, Tampa, Florida, USA.
17. Galup, S., Dattero, R. and Quan, J. The Changes in Desired IT Knowledge and Skills: An Exploratory Investigation. *Proceedings of the 2003 Americas Conference on Information Systems*, August, 2003, Tampa, Florida, USA.
18. Galup, S., Dattero, R., and Thabit, B. Guardianship in Florida: The Evolution of an E-Government Project. *Proceedings of the International Business School Computing Association conference*, July 2003, Daytona Beach, Florida, USA.
19. Hicks, R., Dattero, R., and Galup, S. Knowledge Reuse in Active Knowledge Management Systems. *Proceedings of the ISOneWorld Conference*, April 2002, Las Vegas, Nevada, USA.
20. Galup, S. and Cerveny, J. Critical Chain Project Management: a new approach to project management. *Proceedings of the Southern Association for Information Systems*, March 2002, Savannah, Georgia, USA.
21. Galup, S. and Dattero, R. Client/Server and the Knowledge Directory: A Natural Relationship. *Proceedings of the Information Resource Management Association*, May 2000, Anchorage, Alaska, USA.
22. Cerveny, J. and Galup, S. CCPM: A Theory of Constraints based, holistic solution aligning quantitative and qualitative project management methods. *Proceedings of the Decision Science Institute*, November 2000, Orlando, Florida, USA.
23. Galup, S., Saunders, C., and Cerveny, R. The Use of Temporary Managers in a Local Government Information Systems Services Department. *Proceedings of the Association for Computing Machinery Special Interest Group on Computer Personnel Research*, March 1998, Boston, Massachusetts.

REPRINTED ACADEMIC ARTICLES

1. Galup, S., Dattero, R. and Hicks, R. (2008 reprint). Client/Server and the Knowledge Directory. In Murray E. Jennex (Ed). Knowledge Management: Concepts, Methodologies, Tools and Applications, (pp 1643 - 1648). Hershey, Pennsylvania: Information Science Reference. ISBN: 978-1-59904-933-5.
2. Hicks, R., Galup, S., and Dattero, R. (2006 reprint). The Five Tier Knowledge Management Taxonomy. ASQ Statistics Division, Special Feature for the Summer Newsletter.

SERVICE

Doctoral Dissertation Committee

Surani Vincent “Maturity of IT Risk Management Practices and Reporting Structure: An IT Manager Perspective,” School of Accounting, Florida Atlantic University; dissertation committee member, 2013-2014.

Robert Victor Benyon “An Investigation of Service Management Implementation in the Information Technology Sector” Department of Information Technology and Operations Management, Rhodes University – Grahamstown, South Africa; dissertation committee member, 2012.

Nathan Heinze “A Social Cognitive Theory Model for Career Choice: College Undergraduate Pursuit of Information Technology as a Major,” Department of Information Technology and Operations Management, Florida Atlantic University; dissertation committee member, 2006-2007.

Ali A. Yayla “Antecedents and Performance Effects of IT-Business Strategic Alignment,” Department of Information Technology and Operations Management, Florida Atlantic University; dissertation committee member, 2007-2008.

Research Affiliation

Fellow with the Florida Center for Electronic Communication (1997 to 2005)

The Florida Center for Electronic Communication (www.animasters.com), under the direction of Dr. Edmund Skellings, Poet Laureate of Florida, was established in 1990 by mandate of the Florida Board of Regents. The Center is charged to promote computer telecommunications projects within Florida and be a liaison with educational entities.

FCEC is also the home of the FAU Master of Fine Art’s degree in Computer Animation. Ongoing projects include, digital camera testing with the Space Communications Technology Center, a NASA Center for Space Commercialization, and the development of an ATM intra-Broward County educational network.

University and College Service

University

- Team for Assurance of Student Learning
Member: present; Co-chairperson: 2015/2016
- UFS - University Faculty Senator (2009 – 2015)
- Broward Building Safety Representative (2009 – 2011)
- UFS - Broward Faculty Senator (2009 – 2011)
- Outside Business/Conflict of Interest Committee - Provost Committee (2006 – 2009)
- Chairperson: Information Resource Management Network/Telecommunications Advisory Committee University Provost Committee (2003 – 2005)
- Library Committee – Broward Campuses (2003 – 2004)
- UFF-FAU Steward : Askew Tower (2004 – 2010)

College of Business

- Executive PhD committee (2015 – present)
- Strategic Planning Committee (2007 – present)
Chairperson: 2013/2016
- Academic Grievance Committee – (2007 – 2009 and 2012 - 2013)
- Undergraduate Council (2004 - 2007)
- Executive Education Committee (2000 – 2004)
- Faculty Brother: DELTA SIGMA PI (2004 - 2008)

ITOM Department

- Ex Officio: ITOM Strategic Planning Committee (2009 – present)
- Manager: Continual Service Improvement Plan (2011 – 2012)
- Chairperson: Innovative Curriculum Committee (2007 – 2009)
- Coordinator: ISM4212 Database Management (1998 – 2010)
- Faculty Search Committee (as needed)
- Oracle Academic Center Program (1998 – 2005)

Professional Service

- Program Evaluator: Computing Accreditation Commission of the Accreditation Board for Engineering and Technology to evaluate university degree programs in Information Systems. (2010 – present)
- Graduate Degree Program Reviewer: SUNY Empire State University, MS in Information Technology, Saratoga Springs, NY. (August 3, 2017).
- Academic Advocate: Information Systems Audit and Control Association® (2011 – present)
- Editorial Review Board: Information Resource Management Journal (2008 – present)
- Editorial Review Board: International Journal of Service Science, Management, Engineering, and Technology (2009 – present)
- Reviewer: Knowledge Management Research and Practice (2005 – present)
- Research Team Member: Center for Cryptology and Information Security (CCIS) - Cyber Crime (2011 – 2014)
- Technical Reviewer: Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 7, Software and Systems Engineering, Task Group (US ISO/IEC JTC1/SC7 TG) (2010 – 2014)

- Reviewer: Journal of Information Technology (2008)
- Reviewer: IEEE Software Engineering (2002 – 2004)
- Reviewer: Human Resource Management Journal – special issue on Human Resource Management of Information Technology Employees
- Vice President of Events and Planning: AIS SIGSVC (2008 – 2010)
- Member By Laws committee: AIS SIGSVC (2008 – 2012)
- Member: itSMF USA Academic National Committee Board Member (2006 - 2012)
- Received the itSMF USA 2007 Industry Knowledge Contribution award.
- Board Member: itSMF USA Academic Research Sub-Committee (2008 – 2010)
- Program Director: itSMF South Florida LIG (2009 – 2010)
- Host: itSMF South Florida LIG Member – I hosted the annual November meeting at FAU so the students can meet local professionals. (2006 – 2009)
- Member: itSMF USA ISO/IEC 20000 Special Interest Group (2009 – 2012)
- Member: ACM SIGMIS is the ACM SIG on MIS (2002 – 2007)
- Member: The Data Management Association (2004 – 2007)
- Member: Information Resources Management Association (2004 – 2007)
- Textbook Reviewer: Springer Science & Business (2008)
- Textbook Reviewer: Prentice-Hall (2002)
- Textbook Reviewer: John Wiley & Sons (2002)

Conference Service

- Local Program Chair: SIGSVC Pre-conference Workshop, ICIS Conference in – Orlando, Florida, December 16, 2012.
- Program Committee: SIGSVC Pre-conference Workshop, ICIS Conference in - Shanghai, China December 4, 2011.
- Chair: AMCIS 2011 - Mini-track: Managing IT services for Efficiency and Effectiveness (Track: Information Technology Services and Sourcing).
- Associate Editor: ICIS 2010 - Track 13: IT Services
- Chair: SIGSVC Pre-conference Workshop, ICIS Conference in Saint Louis, Missouri - USA - December 12 - 15, 2010.
- Chair: SIGSVC Pre-conference Workshop, ICIS Conference in Phoenix, Arizona, December 15-18, 2009.
- Reviewer: International Conference on Information Resource Management Service Management track, 2009.
- Program Committee: 2005 IRMA International Conference in San Diego, California, May 15-18, 2005.
- Session Chair: Information Technology Education, 2005 IRMA International Conference in San Diego, California, May 15-18, 2005.
- Session Chair: IT Service Management: Academic Programs Face the Issues of Globalization. ACM Special Interest Group on Management Information Systems 2007 SIGMIS Computer Personnel Doctoral Consortium and Research Conference, St. Louis, Missouri, USA, April 19-21 2007.

Community Service

- Fort Lauderdale Chamber of Commerce, Business First committee (2016)
Vice-chair and a member of the Board of Directors
- Sons of the America Revolution - Fort Lauderdale Chapter
- Six Pillars Broward County - Talent Supply & Education Pillar committee (2012)
- Broward Alliance – Technology Committee (2003 – 2008)
- Seventeenth Judicial Circuit Court Grievance Committee (2003 - 2004)
- Vision Broward – Education Committee (2003 – 2004)

JAHYUN GOO

Associate Professor
Dept. of Information Technology and Operations
Management (ITOM)
College of Business
Florida Atlantic University

Fleming Hall 218, Boca Raton Campus
Telephone: (561) 297-2352
Fax:(561) 297-3043
E-mail: jgoo@fau.edu

EDUCATION

- Ph. D. in Management Information Systems**, September 2003
State University of New York at Buffalo, Buffalo, New York
- MBA in Management Information Systems**, June 1998
State University of New York at Buffalo, Buffalo, New York
- B.S. in Business Administration**, February 1993
Hanyang University, Seoul, South Korea

WORK EXPERIENCE

Florida Atlantic University, Boca Raton, Florida

Department of Information Technology and Operation Management

Associate Professor

August 2009 to present

Assistant Professor

August 2003 to July 2009

- Taught courses in doctorate, master and undergraduate levels: *Research Methods; Business Intelligence; Global Sourcing Management; IT and Business Strategy; Information Security; Business Data Communications; MIS; Introduction to Mangement*

State University of New York College at Fredonia, Fredonia, New York

Department of Business Administration

Assistant Professor (Tenure-track)

August 2001 to August 2003

- Taught courses in *MIS, Computer Networks, and Visual Programming*

State University of New York at Buffalo, Buffalo, New York

UB Research Foundation

Researcher Associates

January 1999 to July 2001

- Research project on information systems sourcing sponsored by NSF

SCHOLARSHIP AND RESEARCH

REFEREED JOURNAL PUBLICATIONS

- C. Yoo, Jahyun Goo, and H. R. Rao, "Is Cybersecurity a Team Sport? A Multilevel Examination of Workgroup Information Security Effectiveness," *MIS Quarterly*, (accepted), 2019. (ABS 4*)
- Kichan Nam, Jeff Baker, Norita Ahmad, and Jahyun Goo, "Determinants of Writing Positive and Negative Electronic Word-of-Mouth: Empirical Evidence for Two Types of Expectation Confirmation," *Decision Support Systems*, (accepted), 2019. (ABS 3)
- C. Baechle, C.D. Huang, A. Agarwal, R. Behara and Jahyun Goo, "Latent Topic Ensemble Learning for Hospital Readmission Cost Optimization," *European Journal of Operational Research*, (accepted), 2019. (ABS 4)
- C.D. Huang, Jahyun Goo, Ravi S. Behara, and Ankur Agarwal, "Clinical Decision Support System for Managing COPD-Related Readmission Risk," *Information Systems Frontiers*, (Online), 2018. (ABS 3)
- Kichan Nam, Jeff Baker, Norita Ahmad, and Jahyun Goo, "Dissatisfaction, Disconfirmation, and Distrust: An Empirical Examination of Value Co-Destruction through Negative Electronic Word-of-Mouth (eWOM)," *Information Systems Frontiers*, (Online), 2018. (ABS 3)
- C.D. Huang, Jahyun Goo, Chulwoo Yoo, and K. Nam, "Smart Tourism Technologies in Travel Planning: The Role of Exploration and Exploitation," *Information & Management*, (54:6), 2017, pp. 757-770. (ABS 3)
- Chulwoo Yoo, Jahyun Goo, C.D. Huang, K. Nam and M. Woo, "Improving travel decision support satisfaction with smart tourism technologies: A framework of tourist elaboration likelihood and self-efficacy," *Technological Forecasting & Social Change*, (123), 2017, pp. 330-341. (ABS 3)
- Nam, K., Oh, S.W., Kim, S.K., Goo, J., and Khan, S., "Dynamics of Enterprise Architecture in the Korean Public Sector: Transformational Change Vs. Transactional Change," *Sustainability* (8:11), 2016, pp. 1074-1091.
- Jahyun Goo, C.D. Huang, and C. Koo, "Learning for Healthy Outcome: Exploration and Exploitation with Electronic Medical Records," *Information & Management*, (52:5), 2015, pp. 550-562. (ABS 3)
- Jahyun Goo, M. Yim and D. Kim "A Path to Successful Management of Employee Security Compliance: An Empirical Study of Information Security Climate," *IEEE Transactions on Professional Communication*, (57:4), 2014, pp. 286-308.

- C.D. Huang, R.S. Behara, and Jahyun Goo, “Optimal Information Security Investment in a Healthcare Information Exchange: An Economic Analysis,” *Decision Support Systems*, (61), 2014, pp.1-11. (ABS 3)
- Jahyun Goo, “Structure of Service Level Agreements (SLA) in IT Outsourcing: The Construct and Its Measurement,” *Information Systems Frontiers*, (12:2), 2010, pp.185-205. (ABS 3)
- Jahyun Goo, R. Kishore, K. Nam, and H. Raghav Rao “The Role of Service Level Agreements in Relational Management of IT Outsourcing: An Empirical Study,” *MIS Quarterly*, (33:1), 2009, pp. 119-145. (ABS 4*)
- C. Derrick Huang and Jahyun Goo “Rescuing IT Outsourcing with Service Level Agreements,” *IEEE IT Professional*, (11:1), 2009, pp. 50-58.
- Tamara Dinev, Jahyun Goo, Qing Hu and K. Nam, “User Behavior toward Preventive Technologies – Cultural Differences between the United States and South Korea,” *Information Systems Journal*, (19:4), 2009, pp. 391-412. (ABS 3)
- Jahyun Goo and C. Derrick Huang “Facilitating Relational Governance through Service Level Agreements in IT Outsourcing: An Application of the Commitment-Trust Theory,” *Decision Support Systems*, (46:1), 2008, pp. 216-232. (ABS 3)
- Jahyun Goo, C. Derrick Huang, and Paul Hart “A Path to Successful IT Outsourcing: Interaction between Service Level Agreements and Commitment,” *Decision Sciences*, (39:3), 2008, pp. 469-506. (ABS 3)
- Namjoo Choi, Dan Kim, Jahyun Goo, and Andy Whitmore “Knowing is Doing: An Empirical Validation of the Relationship Between Managerial Information Security Awareness and Action,” *Information Management & Computer Security*, (16:5), 2008, pp. 484-501. – **Outstanding Paper Award Winner at the 2009 Emerald Literati Network Awards for Excellence**
- Jahyun Goo, R. Kishore, K. Nam, H. Raghav Rao, and Yong I. Song, “An Investigation of Factors That Influence the Longevity of IS Outsourcing Relationships,” *Decision Support Systems*, (42:4), 2007, pp. 2107-2125. (ABS 3)
- Jahyun Goo, “Building Competitive Advantages through Information Systems Outsourcing: A Resource-Based View Approach,” *Korean Journal of MIS*, (13:3) Fall 2003, pp. 213-242.
- K. Nam and Jahyun Goo, “Persistence of Information Systems (IS) Sourcing Relationship: An Event-Time Survival Analysis,” *Korean Journal of Management Science*, (28:3) Fall 2003, pp.1-30.

REFEREED CONFERENCE PRESENTATIONS AND PUBLICATIONS

- Chul Woo Yoo and J. Goo, “Investigating the influence of security knowledge coordination

- on workgroup information security effectiveness”, presented and published in *Proceedings of the POST-ICIS KrAIS Research Workshop*, 2018.
- C.D. Huang, R.S. Behara, and Jahyun Goo “Evaluation of UAV Technology for Search-and-Rescue of Persons with Autism: A Case Study,” *Proceedings of the 49th Annual Meeting of the Decision Sciences Institute (DSI)*, Chicago, Illinois, November 17-19, 2018
 - Chul Woo Yoo, J. Goo, C.D. Huang, and R.S. Behara, “Explaining Task Support Satisfaction on Electronic Patient Care Report (ePCR) in Emergency Medical Services (EMS): An Elaboration Likelihood Model Lens,” *Proceedings of the Thirty-Seventh International Conference on Information Systems (ICIS)*, Seoul, South Korea, December 10-13, 2017
 - C.D. Huang, R.S. Behara, and J. Goo, “Rethink Security in the World of Internet of Things” *Proceeding of 2015 Annual Meeting Of The Decision Sciences Institute*, Seattle, Washington, USA, November 21-24, 2015
 - R.S. Behara, C.D. Huang, and J. Goo (2014) “The Evolving Regulatory Framework for Health Information Technology in the U.S.,” *Proceedings of the Twentieth Americas Conference on Information Systems*, August 7-9, Savannah, Georgia, USA; available online at <http://aisel.aisnet.org/amcis2014/HealthIS/GeneralPresentations/9/>.
 - Jahyun Goo, C. Derrick Huang, and Chulmo Koo, “Exploration and Exploitation with Electronic Medical Record: Information Technology Enabled Organizational Learning in Healthcare”, presented and published in *Proceedings of the POST-ICIS LG CNS/KrAIS Workshop*, 2013.
 - Jahyun Goo, MS Yim and Dan Kim, “A Pathway to Successful Management of Individual Intention to Security Compliance: A Role of Organizational Security Climate”, accepted for presentation and publications in the proceedings of 46th Hawaii International Conference on System Sciences (HICSS), January 7-10, 2013.
 - MS Yim, Jahyun Goo and Dan Kim, “Effect of Organizational Security Climate on Individual's Opportunistic Security Behavior: An Empirical Study” presented and published in *Proceedings of the POST-ICIS LG CNS/KrAIS Workshop*, 2011.
 - Jahyun Goo, “The Deficiency of IT Capability of A Firm Vis-À-Vis Competition and IT Outsourcing Decisions: A Two Stage DEA and PLS Analysis” presented and published in *Proceedings of the Fourteenth Pacific Conference on Information Systems (PACIS)*, 2010.
 - C. Derrick Huang and Jahyun Goo, “Investment Decision on Information System Security: A Multiple Scenario Approach,” presented and published in *Proceedings of the Fifteenth American Conference on Information Systems (AMCIS)*, 2009.
 - Jahyun Goo and C. Derrick Huang, “Assimilation of Outsourced IT Capabilities: Gearing Their Strategic Capabilities,” presented and published in *Proceedings of the Fifteenth American Conference on Information Systems (AMCIS)*, 2009.
 - Jahyun Goo and K. Nam, “Contract as a Source of Trust - Commitment in Successful IT Outsourcing Relationship: An Empirical Study,” presented and published in *Proceedings of*

*the Fortieth Hawaii International Conference on System Sciences (HICSS) 2007. **Winner of the Best Paper Award - Organizational Systems and Science track***

- Jahyun Goo, Dan Kim and B. Cho, “Structure of Service Level Agreements (SLA) in IT Outsourcing: The Construct and Its Measurement,” presented and published in *Proceedings of the Twelfth American Conference on Information Systems (AMCIS)*, 2006.
- Namjoo Choi, Dan J. Kim, and Jahyun Goo, “Managerial Information Security Awareness’ Impact on an Organization’s Information Security Performance,” published in *Proceedings of the Twelfth American Conference on Information Systems (AMCIS)*, 2006.
- Tamara Dinev, Jahyun Goo, Qing Hu and K. Nam, “User Behavior toward Preventive Technologies – Cultural Differences between the United States and South Korea,” published in *Proceedings of the Fourteenth European Conference on Information systems(ECIS)*, 2006.
Nominated for a Best Paper Award
- Jahyun Goo, “IT Outsourcing Decisions Based on Capability Gaps vis-à-vis Competition: A Two Stage Data Envelopment Analysis,” presented at *IFORS*, 2005, Hawaii.
- Tamara Dinev, Qing Hu, and Jahyun Goo, “User Behavior Toward Preventive Technologies – Examining Cross-Cultural Differences Between The United States And South Korea,” presented at Pre-ICIS 2005, Las Vegas.
- Jahyun Goo, R. Kishore, and H. Raghav Rao, “Management of Information Technology Outsourcing Relationships: The Role of Service Level Agreements,” published in *Proceedings of the Twenty-fifth International Conference on Information Systems (ICIS)*, 2004, pp.325-338.
- Jahyun Goo, R. Kishore, and H. Raghav Rao, “Managing IT Outsourcing Relationships Using Service Level Agreements (SLAs): A Multi-Dimensional Fit Approach,” published in *Proceedings of the Tenth American Conference on Information Systems (AMCIS)*, 2004, pp. 3514-3519.
- Jahyun Goo, R. Kishore, K. Nam, and H. Raghav Rao, “Managing IT Sourcing Relationships Using Service Level Agreements: A Relational Exchange Approach,” published in *Proceedings of the Ninth American Conference on Information Systems (AMCIS)*, 2003, pp.1630-1634.
- Jahyun Goo, Yong I. Song, R. Kishore, K. Nam, and H. Raghav Rao, “IT Capabilities of Firms and Strategic IS Sourcing Decision: A Data Envelopment Analysis (DEA) Approach,” published in *the Fourteenth Annual Workshop on Information Systems and Economics (WISE)*, 2002, Barcelona, Spain.
- Jahyun Goo, Yong I. Song, R. Kishore, K. Nam, and H. Raghav Rao, “Persistence of IS sourcing relationships: An Accelerated Event-time Survival Analysis,” published in *Proceedings of the Eighth American Conference on Information Systems (AMCIS)*, 2002, pp.

2269-2273.

- Jahyun Goo, R. Kishore, and H.R. Rao, “A Content-Analytic Longitudinal Study of the Drivers for Information Technology and Systems (ITS) Outsourcing,” published in *Proceedings of the Twenty-First International Conference on Information Systems (ICIS)*, 2000, pp. 601-611.

NVITED BOOK CHAPTER AND CONFERENCE PRESENTATION

- Ravi Behara, Derrick Huang and Jahyun Goo, “The Emerging Healthcare Service Platform”, accepted for publication in Jay Kandampully (Ed.) *Service Management: The New Paradigm in Health and Wellness Services*, Kendall Hunt Publishing 2013
- Jahyun Goo, “Promoting Trust and Relationship Commitment through Service Level Agreements in IT Outsourcing Relationship,” In *Information Systems Outsourcing in the New Economy: Enduring Themes, New Perspectives and Global Challenges*, R. Hirschheim, A. Heinzl and J. Dibbern (eds.), Springer-Verlag. 2009. pp. 27-53.
- Jahyun Goo, “Illuminating Relational Governance with Service Level Agreements in IT Outsourcing Arrangements,” invited to present at *The Third International Conference on Outsourcing of Information Services (ICOIS)*, 2007, Heidelberg, Germany.

CONTRACTS AND GRANT RECEIVED

- 2019 Summer Research Grant (\$10,000), College of Business.
- 2018 Summer Research Grant (\$10,000), College of Business.
- **2016-2017:** External Grants: Co-PI in Florida Department of Education Grant *CARD-Missing Persons with Special Needs Pilot Program-Florida Atlantic University: Evaluation of Technology for Search-and-Rescue of Persons with Autism*
FLDOE Award # AWD-001097
Amount: \$100,000
Period: Sept 2016 – Dec 2017
Investigators: Jack Scott (PI), FAU-CARD, College of Education; Ravi Behara, Jahyun Goo, and Derrick Huang (co-PIs), ITOM, College of Business.
- 2017 Summer Research Grant (\$10,000), College of Business.
- 2016 Summer Research Grant (\$10,000), College of Business.
- 2014 Summer Research Grant (\$10,000), College of Business
- 2013 Summer Research Grant (\$10,000), College of Business.
- 2012 Summer Research Grant (\$10,000), College of Business.
- Research Fund under NSF grant # 9907325, 1999-2001, (\$8,000)
- Research Fund from Canadian-American Studies Competition, the State University of New York at Buffalo, 2003 (\$1000)
- Mark Diamond Research Fund from the State University of New York at Buffalo, 2003-2004. (\$1500)

HONORS AND AWARDS

- 2018-2020 College of Business Dean's Distinguished Teaching Fellow
- 2017-2018 College of Business Master Teacher Committee, Master Teacher
- 2017 Florida Atlantic University Scholar of the Year finalist
- 2017 College of Business Scholar of the Year Award
- 2016-2017 College of Business Master Teacher Committee, Master Teacher-Elect
- 2015 College of Business Stewart Distinguished Professorship
- Invited to attend the 4th International Conference on Information Services, in Manheim, Germany, June 10-11, 2013
- 2011 College of Business Scholar of the Year Award
- 2009 Barry Kaye College of Business Researcher of the Year Award
- Outstanding Paper Award Winner at the 2009 Emerald Literati Network Awards for Excellence
- Best Paper Award in Organizational Systems and Science track at HICSS 2007
- Invited to attend the 3rd International Conference on Information Services, in Heidelberg Germany 2007 (expense paid)
- Travel Award from FAU Research Enhancement Program, 2006
- The Best Ph.D. Student Achievement Award, the School of Management, the State University of New York at Buffalo, 2003
- Graduate Fellowship & Assistantship, SUNY at Buffalo, 1998-2001
- Academic Scholarships, Hanyang University, 1989-1992

PROFESSIONAL SERVICES/ACTIVITIES

EDITORSHIP & ACADEMIC CONFERENCES

- Coordinating Editor of Information Systems Frontiers (ABS 3)
- Associate Editor of Decision Support System (ABS 3)
- Associate Editor for MIS Quarterly special issue on Information Security (ABS 4*)
- Associate Editor for Journal of IT (ABS 3)
- PACIS Executive Committee (member), 2020
- Teaching Panel Discussion, IS Education in the Era of the Fourth Industrial Revolution, Annual Conference of KMIS, 2017
- Teaching Panel Discussion, Panelist, Business Analytics and Data Mining, Post-ICIS LGCNS/KrAIS Workshop, 2016
- Mini-track Co-Chair of *IS, Food Industry and Consumer Behavior* for American Conference on Information Systems (AMCIS) 2020, 2019, 2018, 2017, 2016
- Mini-track Co-Chair of *Healthcare Analytics* for American Conference on Information Systems (AMCIS) 2017, 2016, 2015, 2014
- Mini-track Co-Chair of *Management of Agile IT Sourcing Options* for American Conference on Information Systems (AMCIS) 2014
- Track Co-Chair of *IS Outsourcing and Cloud Computing* for Pacific Conference on Information Systems (PACIS), 2013
- Mini-track Co-Chair of *Electronic Health Record Technologies in Emergency Medical Services* for American Conference on Information Systems (AMCIS) 2013

- Program Co-Chair of Post-ICIS 2012 LG CNS/KrAIS Workshop
- Mini-track Co-Chair of *Adoption and Meaningful Use of Electronic Health Record (EHR) Technology* for American Conference on Information Systems (AMCIS) 2012
- Mini-track Co-Chair of *Management of IT Outsourcing Projects in a Global Economy* for American Conference on Information Systems (AMCIS) 2012
- Mini-track Co-Chair of *Management of IS Outsourcing Relationship* for American Conference on Information Systems (AMCIS) 2011
- Mini-track Co-Chair of *Sourcing of IS Services in a Global Economy* for American Conference on Information Systems (AMCIS) 2010
- Mini-track Co-Chair of *IS Outsourcing Capabilities* for American Conference on Information Systems (AMCIS) 2009
- Associate Editor for the outsourcing track in International Conference on Information Systems (ICIS) 2009, 2010, 2011
- Referee or Frequent reviewer for journals and conferences including MISQ, DS, DSS, JMIS, IEEE TEM, JSIS, ISF, ISJ, JECR, ICIS, HICSS, AMCIS, AOM, ECIS, and PACIS.
- Ad-hoc discussant for ICIS
- Program Committee (member): International Conference and Workshop on Cyber Security, Cyber Crime and Cyber Forensics, 2009
- Program Committee (member): Pacific Asia Conference on Information Systems Conference, 2008

COUNCIL & COMMITTEE

- Co-President of Korean AIS Chapter, 2017~2018
- University Senate DiSL Committee, 2017~
- The National Unification Advisory Council of South Korea (president of Florida chapter, US representative), 2013~2015
- University's Center for Cyber Security (member), 2012~
- Executive at-large of Korean AIS , 2012~
- College Summer Research Grant Proposal Evaluation Committee, 2013
- Ph.D. Dissertation Committee (member) for three doctoral students of Sogang University in Korea, 2011
- College 2010 Scholar of the Year Award Evaluation Committee
- College Summer Research Grant Proposal Evaluation Committee, 2009
- The National Unification Advisory Council of South Korea (member), 2007~2011
- College Undergraduate Committee (member), 2008~
- College Faculty Development Council (chair), 2005~2007
- College Faculty Development Council (member), 2004~2005
- University's Network/Telecommunication Advisory Committee (member), 2007~2010
- Dept. Information Systems Security Track Curriculum Development Committee (member), 2005-present
- Dept. Business Intelligence Track Curriculum Development Committee (member), 2008-present
- Dept. Marketing Committee (member), 2008-present.

COORDINATOR

- Department Liaison with the Boca campus library, 2004~
- Mentoring a college group at the Korean United Methodist Church of South Florida, 2005~2007.
- Internet-based Distance Learning Project, ICCL Kiev, Ukraine, 2001~2002
- Internet-based Broadcasting System Project (for Non-profit Organizations in Western NY area), 2001~2003
- Doctoral Consortium on Next-Generation Enterprises, SUNY Buffalo, April 2000*Mentor*

Professor C. Jim Han, Ph.D.

(Updated on 1/10/2019)

Department of Information Technology and Operations Management
College of Business
Florida Atlantic University
Boca Raton, FL 33431

Email: han@fau.edu
jimcp.han@gmail.com
Office: (561) 297-2691
Cell: (561) 870-7761

E D U C A T I O N

Ph.D. Industrial Engineering *August, 1988*

Pennsylvania State University
University Park, Pennsylvania

M. Sc. Industrial Engineering *August, 1985*

Pennsylvania State University
University Park, Pennsylvania

B. Sc. Mechanical Engineering *February, 1982*

Dalian University of Technology
Dalian, China

E M P L O Y M E N T

Professor *2001 – Present*

Department of Information Technology and Operations Management *2009 - Present*
College of Business
Florida Atlantic University, Boca Raton, Florida

Department of Computer Science and Engineering *2002 - 2009*
College of Computer Science and Engineering
Florida Atlantic University, Boca Raton, Florida

Department of Mechanical Engineering *2001 - 2002*
College of Computer Science and Engineering
Florida Atlantic University, Boca Raton, Florida

Associate Professor *1993-2000*

Manufacturing Systems Engineering, Department of Mechanical Engineering
Florida Atlantic University, Boca Raton, Florida

Assistant Professor *1988-1993*

Manufacturing Systems Engineering, Department of Mechanical Engineering
Florida Atlantic University, Boca Raton, Florida

Associate Director

1993-1998

Faculty of the Manufacturing Systems Engineering, College of Engineering
Florida Atlantic University, Boca Raton, Florida

Project Coordinator

1988

National Forge Company, Irvine, Pennsylvania
Irvine, Pennsylvania

Research Assistant and Ph.D. Candidate

1983-1988

Pennsylvania State University
University Park, Pennsylvania

Career Summary

- Dr. Han studies logistics systems and decision supporting systems, with most of his recent research focused on global supply chain management. Several other research interests encompass management information systems, artificial intelligence, and discrete systems modeling. He teaches courses on operations management, probability and statistics, artificial intelligence, systems modeling, object-oriented design and programming, computer systems evaluation, and quantitative methods for business. He has generated more than one million dollars in sponsored research at FAU. He has successfully lead projects sponsored by National Science Foundation, Ford Motor Company, IBM, Motorola, General Motor, Florida Power and Light Company, Dole Fresh Fruit Company, National Forge Company, among others.
 - Dr. Han was a Co-Founder of the National Science Foundation University/Industry Consortium Research Center for Material Handling at FAU in 1990.
 - Dr. Han was responsible for developing the curriculum for the Manufacturing Systems Engineering Master of Science program. He has created and taught more than eight graduate courses and 14 undergraduate courses at FAU. Dr. Han has been the advisor for many graduate students at FAU, having mentored more than twenty Ph.D. and M.S. candidates towards their dissertations and theses. He was also the primary coordinator in developing an Engineering Management program for the College of Engineering.
 - Dr. Han has published over sixty research articles, appearing in some of the most prestigious journals in Systems Engineering related fields. These include the Annals of CIRP, Journal of Manufacturing Systems, International Journal of Production Research, Transactions of the NAMRI, Journal of Manufacturing Technology Management, among others.
-

ACADEMIC PUBLICATIONS

REFEREED JOURNAL PUBLICATIONS

1. Chingping Han, Inyong Ham, (1986) "Multi-objective cluster analysis for group technology part family formation," Journal of Manufacturing Systems, Vol. 5, No. 4, pp. 223-229.
2. Inyong Ham, E.V. Goncalves, Chingping Han, (1988) "Pattern recognition approach for group technology implementation," Annals of CIRP, Vol. 37(1), pp. 433-437.
3. Kader Mazouz, Chingping Han, (1989) "Flexible automated material handling system," Journal of Mechanical Working Technology, Vol. 20, pp. 433-440.

4. Chingping Han, K. Knott, P. Egbelu, (1989) "A heuristic approach to the three dimensional cargo loading problem," International Journal of Production Research, Vol. 27, No. 5, pp. 757-774.
5. C. Mason, W. Anderson, C.P. Han, and I. Ham, (1989) "Practical applications of a company-oriented CAPP system using GT and expert system concept," SME Technical Paper, SME Expo, 10 pp.
6. A.K. Mazouz, and Chingping Han, (1990) "Common Data Base Design for Flexible Assembly," SME Technical Paper, MS90-836, 9 pp.
7. Chingping Han, and A. Kader Mazouz, (1990) "Computer aided process planning for flexible assembly," Transactions of the North American Manufacturing Research Institution of SME, pp. 340-345.
8. A.K. Mazouz, Chingping Han, A. Souilah and M. Talbi, (1991) "Design of an Expert System for the Generation of Assembly Sequence," Computer-aided Production Engineering, Elsevier, pp.431-438.
9. Pankaj Kanwar, Chingping Han, (1996) "Automatic Guided Vehicle Flowpath Design Using Genetic Algorithms," SME technical paper, NAMRI, 8 pp.
10. Kader Mazouz and Chingping Han, (2000) "Experimental Approach to Container Design," in the Handbook of Industrial Automation, Marcel Dekker, pp.659-663.
11. Chingping Han and Kader Mazouz, (2000) "Statistical Modeling of the Container Inventory in a Distribution Network," in the Handbook of Industrial Automation, Marcel Dekker, pp. 663-672.
12. Chingping Han, Montri Damrongwongsiri, (2005) "Stochastic modeling of a two-echelon multiple sourcing supply chain management problem with Genetic Algorithm," Journal of Manufacturing Technology Management, 16(1), 87 – 107.
13. GAO Peng, JIN Chun, HAN Chingping, (2008) "A Nested Heuristic Algorithm for Container Pick-up Operations Scheduling," Journal of Systems Management (in Chinese with English Abstract), 17(2), 203-209.
14. Xiaoyi Deng, Chun Jin, Yoshiyuki Higuchi, Chingping Han, (2011) "An Efficient Hybrid Clustering Algorithm for Customer Segmentation in Mobile E-Commerce," ICIC Express Letters, An International Journal of Research and Surveys on Innovative Computing, Information, and Control (ICIC), 5(4B), 1411-1416.
15. Cardona A., Roth, Z., Han, C., (2012) "High-throughput automation design considerations for biotechnology processes involving RNA purification protocols using multi-centrifuge bioseparation steps," Robotics and Computer-Integrated Manufacturing, 28(3), 285-593.
16. Deng X., Jin C., Higuchi Y., Han J.C., (2013) "A Novel Collaborative Filtering Recommendation Method Combining Context Clustering and Social Network Analysis for Personalized Recommendation in Mobile E-Commerce," INFORMATION, an International Interdisciplinary Journal, Elsevier B.V., 16(7), 4555-4576.
17. Miao Lv, Chun Jin, Yoshiyuki Higuchi, C. Jim Han, (2014) "Context-based Catering Recommendation Method Using Bayesian Network and Ontology," ICIC Express Letters, 8(2), 341-347.
18. Abdelkader Mazouz, C. Jim Han, Jatni Blandon, (2014) "Design Patterns and Object-Oriented Models of a Civil Biometric Service System," China-USA Business Review, David Publishing Company, (13)2, 89-104 .
19. Chao Wang, Chun Jin, C. Jim Han, (2014) "A Multistage Algorithm for Multi-objective Joint Optimization of Loading Problem and Capacity Vehicle Routing Problem," ICIC Express Letters, Part B: Applications, (5)5, 1453-1459.

REFEREED CONFERENCE PROCEEDINGS

1. C.P. Han, J. Li, I. Ham, "Development of an in-house computer automated process planning system based on group technology concept," Proc. of the XV NAMRI (North American Manufacturing Research Institute) Conference, May, 1987, pp. 546-551.
2. J. Li, C.P. Han, I. Ham, "CORE-CAPP: a company oriented expert system for computer automated process planning," Proc. of the 19th CIRP (International Institution for Production Engineering Research) International Seminar on Manufacturing Systems, June, 1987.
3. E.V. Goncalves, C.P. Han, I. Ham, "Implementation of group technology using artificial intelligence," Proc. of XVI NAMRI Conference, May 1988, pp. 357-364.
4. C.P. Han, T.L. Wong, "Group technology applications in material handling," Proc. of the Winter conference of International Society for Optical Engineering, Nov. 1988, pp. 41-42.

5. C.P. Han, I. Ham, "Implementation of group technology for MRP II," Proc. of PROCIM'88, State of Florida High Technology and Industry Council, Orlando, FL, Nov. 1988.
6. Ernesto Iznaga, Chingping Han, and Kader Mazouz, "Design of a facility layout to manufacture diffuser cases," Proc. of PROCIM'89, State of Florida High Technology and Industry Council, Orlando, FL, Nov. 1989, pp. 12-18.
7. C.P. Han, K. Mazouz, "Implementation of group technology in manufacturing using DBMS and pattern recognition techniques," CORS/TIMS/ORSA Joint National Meeting, Vancouver, Canada, May 8-10, 1989.
8. K. Mazouz, C.P. Han, "Expert Assembly System," CORS/TIMS/ORSA Joint National Meeting, Vancouver, Canada, May 8-10, 1989.
9. Kader Mazouz, Chingping Han, and Jose Villanueva, "Focus on flexible assembly systems at Florida Atlantic University," Proc. of PROCIM'89, State of Florida High Technology and Industry Council, Orlando, FL, Nov., 1989, pp.49-50.
10. Rajiv Tulpule, and Chingping Han, "Application of relational database to computer automated process planning," Second International Conference on Management of Technology, IIE, University of Miami, February 1990.
11. Emmanuel I. Agba, Chingping Han, and Tin-Lup Wong, "3-D graphics identification using feature vectors," Proc. of PROCIM'90, State of Florida High Technology and Industry Council, Tampa, FL, Nov. 1990, pp.71-77.
12. Shangu Li, Kader Mazouz, and Chingping Han, "Simulation Models for Offline Quality Control," Proc. of PROCIM'90, State of Florida High Technology and Industry Council, Tempa, FL, Nov. 1990, pp. 96-98.
13. C.P. Han and A.K. Mazouz, "Computer Simulation of a Robot Assembly Cell," Proc. of the Third Conference on Recent Advances in Robotics, Robot Research Center, FAU, May 1990, pp. 6-12.
14. Chingping Han, Kader Mazouz, "Computer-aided process planning system for PCB assembly," TIMS/ORSA Joint National Meeting, New York, NY, Nov. 1991.
15. A.K. Mazouz, GO Okogbaa, C.P. Han, and S.S. Bhattacharya, "Assessment of Quality Control Cost Components," Proc. of 3rd International Conference on Productivity and Quality Research (ICPQR-'91), IIE, University of Miami, Feb. 20-22, 1991, pp. 115-120.
16. Chingping Han, and A.K. Mazouz, "Modeling an Automated Assembly Cell," Proc. of ICPQR-'91, IIE, University of Miami, Feb. 20-22, 1991, pp. 49-50.
17. N. Saravanan, Chingping Han, Kader Mazouz, "An artificial neural network based printed circuit board inspection system," 2nd Asia-Pacific Industrial Automation Conference, Singapore, May 1992.
18. Chingping Han, Nedal Alif, Kader Mazouz, "Computer-aided process planning system for the fabrications of PCB Using object-oriented method," 2nd International Conference on Automation Technology, Taiwan, June 1992, pp.201-207.
19. Carol Thielk, Chingping Han, Kader Mazouz, "computer simulation of a JIT manufacturing system," 2nd International Conference on Automation Technology, Taiwan, June 1992, pp. 263-268.
20. Z.H. Ezziane, A.K. Mazouz, C.P. Han, "Neural network approach for inventory control," SPIE, Nov. 1992.
21. A.K. Mazouz, C.P. Han, "Containers Inventory Management," 1993 National Science Foundation Design and Manufacturing Systems Grantees Conference, University of North Carolina at Charlotte, Jan. 1993.
22. C.P. Han, A.K. Mazouz, "Neural network for Automated PCB Inspection system," 25th IEEE Southeastern Symposium, Tuscaloosa, AL, March 1993.
23. C.P. Han, "Impact Assessment of Wood Pallet Standardization in Large Scale-Closed Loop Transportation System," 13th Annual Meeting of the International Association for Impact Assessment IAIA'93, Shanghai, PRC, June 1993.
24. E.B. Fernandez, C.P. Han, "Object-Oriented Design of Flexible Manufacturing Systems," Sixth Annual Conference on Recent Advances in Robotics, University of Florida, Gainesville, FL, April, 1993.
25. C.P. Han, "Object-oriented Engineering Database Design for FMS," Third International Conference for Young Computer Scientists, Beijing, PRC, July 1993.
26. E.B. Fernandez, C.P. Han, "Behavior Design of Flexible Manufacturing Cells Using Object-oriented Models," Second International Conference on CAD/CAM, India, Jan. 1994.

27. Z.H. Ezziane, A.K. Mazouz, C.P. Han, "Neural Network Forecasting: An Approach to Upgrade Warehouse Performance," International Conference in Advanced Technology and Equipment of Materials Handling, ATEMH'94, Shanghai, China, Oct. 1994.
28. P.Pick-Aguilera, A.K. Mazouz, C.P. Han, "Optimum Containers Design," International Conference in Advanced Technology and Equipment of Materials Handling, ATEMH'94, Shanghai, Oct. 1994.
29. A.K. Mazouz, P. Pick-Aguilera, C.P. Han, "Design of Experiment Approach to Container Design," 11th International Conference on Computer-Aided Production Engineering, London, UK, Sept. 1995.
30. Pankaj Kanwar, Chingping Han, and Kader Mazouz, "A classifier System for intelligent job-shop scheduling," 29th SSST Conference, Cookeville, TN, March 1997.
31. Karen Kastritis, Chingping Han, and Eduardo Fernandez, "An Object Oriented Model for MRPII Systems," POMS-97, April 1997.
32. Chingping Han and Kader Mazouz, "Inventory Control and Replenishment Management of Spare Parts in a Multilayer Distribution System," POMS-97, April 1997.
33. Kader Mazouz and Chingping Han, "Preventive Maintenance, Reliability and Replacement Model," POMS-97, April 1997.
34. Chingping Han, and Kader Mazouz, "Container Management in a Closed-loop Distribution System," 2nd International Conference on Material Handling, Beijing, China, October 1997.
35. Chingping Han, Kader Mazouz, and Pankaj Kanwar, "Dynamic Assignment of Job-shop Dispatching Methods Using a Classifier System," 14th International Conference on Computer-Aided Production Engineering, Tokyo, Japan, September 1998.
36. Thomas J. O'Grady, Chingping Han, "Microprocessor Design Team Assignment Model (Part I)," APMOD2000, Applied Mathematical Programming and Modeling, Brunel University, UK, April 2000.
37. Thomas J. O'Grady, Chingping Han, "Microprocessor Design Team Assignment Model (Part II)," INFORMS-KORMS 2000, Seoul, Korea, June 2000.
38. Chingping Han, "Issues Related to Reusable Containers for Sustainable Development," WASA 2000, Beijing, China, August 2000.
39. Prapoj Srinuwattiwong, Chingping Han, "Modeling and Analysis of Global Collaborative Outsourcing Manufacturing," International Conference on SSD, May 2003.
40. Montri Damrongwongsiri, Chingping Han, "A genetic algorithm based supply chain inventory and distribution cost reduction model," The Third International Workshop on Computer Intelligence in Economics and Finance (DIEF03), Sept. 2003.
41. Chun Jin, Peng Gao, Chingping Han, "Performance Analysis and Planning for Logistics System on Free-Trade Port Area: A Case Study," 15th International Working Seminar on Production Economics, March 3-7, 2008, Innsbruck, Austria, Vol. 2, pp.317-328.
42. Aura-Maria Cardona, Chingping Han, Zvi Roth, "Optimization of Multi-centrifuge Steps in Biotechnology Automation," Florida Conference on Recent Advances in Robotics, FCRAR 2009, Jupiter, Florida, May 21-22, 2009.
43. Xiaoyi Deng, Chun Jin, Yoshiyuki Higuchi, Chingping Han, "An Efficient Association Rule Mining Method for Personalized Recommendation in Mobile e-Commerce," the 2010 International Conference on Electronic-Business Intelligence, Kunming, China, pp. 382-389, December 19-21, 2010.
44. Chao Wang, Chun Jin, and Jim Han, "Multi-Objective Joint Optimization of Loading and Capacity Vehicle Routing Problem," Six International Conference on Advanced Computational Intelligence, Hangzhou, China, October 19-21, 2013, pp. 251- 255.

I N S T R U C T I O N A L E X P E R I E N C E

GRADUATE LEVEL COURSES (* Denotes new courses developed at FAU):

QMB6603	Data Analysis for Managers
MAN 6501	Operations Management

ESI 6470 *	Manufacturing Systems Engineering Seminar I (Database management, marketing and economical analysis, production management, and quality assurance.)
EIN 6392 *	Manufacturing Systems
EIN 6345 *	Materials Management
ESI 6471 *	Manufacturing Systems Engineering Seminar II (CAD/CAM, CAPP, MRP II, controls and automation.)
ESI 6524 *	Systems Modeling
ESI 6155 *	Computer Control of Manufacturing Systems
ESI 6594 *	Design of Flexible Manufacturing Systems
EMG6930*	Enterprise Resources Planning Systems

UNDERGRADUATE LEVEL COURSES

MAN 3506	Operations Management
QMB 3600	Quantitative Methods in Business
EML 3523	Engineering Experimental Methodology
EML 4930	Design for Manufacturing
COT 5930	Probability and Statistics for Engineers
COP 2200	Introduction to C++ Programming
CEN 4010	Principles of Software Engineering
COP 4331	Objective-oriented Design and Program
COP 4301	Modeling and Simulation of Systems
STA 4821	Probability and Stochastic Processes for Computer Science
COT 4935	Senior Seminar for Computer Science
CAP 4630	Introduction to Artificial Intelligence
CEN 4400	Introduction to Computer Systems Performance Evaluation
EGN 4410	Engineering Design I
EGN 4410C	Engineering Design II
CEN 4910	Software Engineering Senior Project

LABORATORIES DEVELOPED

Computer Integrated Manufacturing Lab
Systems Modeling and Analysis Lab

Ph.D. DISSERTATIONS

1. Wei-min Feng, "Statistical Modeling of the Container Inventory Control in a Distribution Network," Fall 1998.
2. Thomas J. O'Grady, "The Microprocessor Design Team Assignment Problem with a New Multistage Stochastic/Brownian Motion Model," Spring, 2001.
3. Qian-nong Gu, "Multiple-period Supply Contract Modeling with Dynamic Stochastic and Price-elastic Demand," Fall 2001.
4. Prapoj Srinuwattiwong, "Modeling and Analysis of Global Collaborative Outsourcing Manufacturing Systems (GCOM) Using Monte Carlo Simulation," Fall 2002.
5. Ha Vo, "A Three-Dimensional Finite Element Model for the Biomechanical Analysis of Total Ankle Replacement," Spring 2003.
6. Montri Damrongwongsiri, "Modeling Strategic Resource Allocation in Probabilistic Global Supply Chain System with Genetic Algorithm," Fall, 2003.
7. Gao Peng, "Management of Container Systems", Fall 2011 (Co-advisor).
8. Zheng Xiao-yi, "Applications of AI in MIS", Fall 2012 (Co-advisor)
9. Rao Wei-Zen, "Quantitative Methods in Business Administration," Fall 2013 (Co-advisor).

M. SC. THESES

1. Rajiv S. Tulpule, "Using Relational Database Management System for Computer Aided Process Planning," Fall 1989.
2. Nidal M. Alif, "Object-Oriented Process Planning System for Printed Circuit Board Fabrication," Spring 1991.
3. Ravi Yelamanchi, "Sensitivity Analysis for Machine Cell Formation Using Mathematical Model and Computer Simulation," Summer 1992.
4. Patrick Linn, "Computer Aided Process Planning Application Using Database Management Software," Fall 1992.
5. Raynish Karan, "Object-Oriented Modeling of the Flexible Manufacturing System," Fall 1992.
6. Kanwar Pankaj, "Evolutionary Algorithms for Design and Control of Material Handling and Manufacturing Systems," Spring 1994.
7. Jian-hua Li, "Object Recognition by Genetic Algorithms," Fall 1995. (co-advisors with Dr. H. Zhuang)
8. Jeff Amodi, "Simulation Modeling for Hospital Emergency Department Resource Analysis," Fall 1995.
9. Karen Kastritis, "Manufacturing Systems Database Design Using Object-Oriented Database Management Approach," Spring 1996. (co-advisors with Dr. E. Fernandez)
10. Nicholas J. Worp, "A Genetic Algorithm for the Optimization of Product Development Resource Allocation," Spring 1997.
11. Alisa Jamnongpipatkul, "Object-oriented Models for Material Requirements Planning Systems," April 1999.
12. Alex Morron, "Managing the Conversion to a Reusable Container Program and Capturing the Total Cost with Simulation," December 1999.
13. Ha Van Vo, "Design of an Artificial Ankle-joint Using Design for Assembly Approach," Fall 2000.
14. Paul Jetro, "An Evaluation on Two Plastic Materials for Vo's Ankle Implant," Fall 2001.
15. Courtney Morgan, Sr., "Quantative Methodology and Applications in Measuring Supply Chain Complexity," Fall 2002.
16. Jatni Blandon, "Object-oriented Modules for Customized Data in an Open ERP Environment," Fall 2005.

SPONSORED RESEARCH

1. National Science Foundation, Grant No. ECD-8918812, \$25,000 "Industry/University Cooperative Research Center for Automated Packaging and Processing Planning Grant," June 1989 - June 1990: CO-PI C.P. Han (33%), PI K. Mazouz (33%) and CO-PI Jose Villanueva (33%).
2. National Science Foundation, Grant No. ECD-9114084, \$50,000 "NSF Industry/Multi-University Materials Handling Research Center (MHRC)," June 1, 1991 - June 31, 1992, CO-PI C.P.Han (50%) and PI K. Mazouz (50%).
3. Material Handling Research Center-FAU, Marlo Electronics Inc., \$30,000, "Standardization, Optimization and Quality Assurance of PCB Manufacturing," Sept. 1990 - Sept. 1991, PI-C.P.Han (50%) and CO-PI K. Mazouz (50%).
4. Material Handling Research Center-FAU, SCA Inc., \$60,000, "An computer integrated approach for carton design and manufacturing," June 1991 - June 1993, Pls C.P.Han (50%) and K. Mazouz (50%).
5. National Science Foundation, Grant No. ECD-9214084, \$50,000 "NSF Industry/Multi-University Materials Handling Research Center," June 1, 1992 - June 31, 1993, CO-PI C.P. Han (50%) and PI K.Mazouz (50%).
6. Material Handling Research Center-FAU, Florida Power and Light, \$60,000, "Warehouse Design," Sept. 1, 1992-Dec. 1993, PI C.P. Han (50%) and CO-PI K. Mazouz (50%).

7. National Science Foundation, \$25,000 "NSF Industry/Multi-University Materials Handling Research Center," June 1, 1993 - June 31, 1994, CO-PI C.P.Han (50%) and PI K. Mazouz (50%).
 8. Florida Power & Light, \$4,090, "Container Requirement Database Development," Dec. 1993 - Feb. 1994, PI.
 9. Society of Manufacturing Engineers, grant No. 595-2163, \$262,480, "Grant for Manufacturing Engineering Education," Jan. 1995- May 1996, PI.
 10. Society of Manufacturing Engineers, grant No. 596-2274, \$282,000, "Grant for Manufacturing Engineering Education," Jan. 1996 - May 1997, PI.
 11. Society of Manufacturing Engineers, grant No. 597-2372, \$12,750 "Grant for Manufacturing Engineering Education," June 1997-May 1998, CO-PI, \$6,250 and PI Karl Stevens \$6,500.
 12. Motorola Inc., \$76,800, "Manufacturing systems software testing methodology," Dec. 1997-Dec. 1998, PI.
 13. Motorola Inc., \$100,920, "Manufacturing systems software testing methodology," Jan. 1999 - Nov. 1999, PI.
 14. Personal Communication Sector, Motorola Inc., \$153,165, "ERP software development," Dec. 1999 - Dec. 2000, PI.
 15. Personal Communication Sector, Motorola Inc., \$25,760, "Global Data Consolidation," Jan. 2001 - July 2001, PI.
 16. Sermatech Castings International, \$16,641, "Implementation of ERP Systems," Sept. 2001 – Sept. 2002, PI.
-

A D M I N I S T R A T I V E E X P E R I E N C E

Associate Director

1993-1998

Faculty of the Manufacturing Engineering, College of Engineering
Florida Atlantic University
Boca Raton, Florida

Co- founder

1990-1995

National Science Foundation "University/Industry Consortium Research Center for Material Handling" at
FAU

CHIANG-SHENG DERRICK HUANG

Department of Information Technology and Operations Management
College of Business
Florida Atlantic University

Fleming Hall 216
777 Glades Road
Boca Raton, FL 33431

(561) 297-2776
dhuang@fau.edu

EDUCATION

- *Doctor of Philosophy*, 1994
Harvard University, Cambridge, Massachusetts
Subject – Computer Science
Dissertation – *A Bang or a Whimper: Key Issues and Implications of Alternative Telecommunications*
- *Master of Science*, 1989
Harvard University, Cambridge, Massachusetts
Major – Applied Physics
- *Bachelor of Science*, 1985
National Taiwan University, Taipei, Taiwan
Major – Physics

PROFESSIONAL EXPERIENCE

ACADEMIC

- *Associate Professor*, 2009-present
- *Assistant Professor*, 2003-2009
- *Visiting Assistant Professor*, 2002-2003
Department of Information Technology and Operations Management
College of Business
Florida Atlantic University, Boca Raton, Florida
- *Program Director–Information Technology Management*, 2001-2002
Everglades University, Fort Lauderdale, Florida

INDUSTRY

- *Executive Director-Strategic Marketing*, 1997-2001
Siemens Carrier Networks, Boca Raton, Florida
- *Director-Business Development*, 1995-1997
Nortel Networks, Richardson, Texas
- *Manager-Marketing*, 1993-1995
Nortel Networks, Research Triangle Park, North Carolina
- *Associate Director-International Affairs*, 1991
NYNEX Government Affairs Company, Washington, D.C.
- *Associate Director-Market Development*, 1990
NYNEX International Company, White Plains, New York

GRANT AND RECOGNITION

SCHOLARSHIP AND RESEARCH

- **Summer Research Grant**, College of Business, 2019
- **Summer Research Grant**, College of Business, 2018
- **Florida Department of Education Research Grant** (FLDOE Award # AWD-001097), \$100,000, September 2016 – December 2017
 - Project: CARD-Missing Persons with Special Needs Pilot Program-Florida Atlantic University: Evaluation of Technology for Search-and-Rescue of Persons with Autism
 - Investigators: Jack Scott (PI); Ravi Behara, Jahyun Goo, and **C. Derrick Huang** (co-PIs)
- **Summer Research Grant**, College of Business, 2017
- **Summer Research Grant**, College of Business, 2016
- **Summer Research Grant**, College of Business, 2015
- **Keynote Speaker**, The Fourth IEEE International Conference on Consumer Electronics, Berlin, Germany, September 7-10, 2014.
- **Scholar of the Year** (Associate Professor level), College of Business, 2014
- **Summer Research Grant**, College of Business, 2014
- **Summer Research Grant** – exceptional proposal, College of Business, 2013
- **Summer Research Grant** – exceptional proposal, College of Business, 2012

TEACHING

- **Dean's Teaching Fellow**, College of Business, 2016-2018
- **Quality Matters Certification** for ISM 6508 Web-Based Business Development, 2016-2021

- **Master Teacher**, College of Business, 2014-2015
- **Master Teacher Elect**, College of Business, 2013-2014
- **Stewart Distinguished Professor**, College of Business, 2012-2013
- **Quality Matters Certification** for ISM 6026 Management of Information Systems and Technology, 2013-2018 (first FAU graduate-level and first College of Business course to be recognized by the national QM program)

PUBLICATION

REFEREED JOURNAL ARTICLE

- C. Baechle, **C.D. Huang**, A. Agarwal, R.S. Behara, and J. Goo (2019) "Latent Topic Ensemble Learning for Hospital Readmission Cost Optimization." *European Journal of Operations Research*, 281 (3), [517-531](#) [ABS 4].
- **C.D. Huang**, J. Goo, R.S. Behara, and A. Agarwal (2018) "Clinical Decision Support System for Managing COPD-Related Readmission Risk." *Information Systems Frontiers*, [1-13](#) [ABS 3].
- **C.D. Huang**, J. Goo, K. Nam, and C.W. Yoo (2017) "Smart Tourism Technologies in Travel Planning: The Role of Exploration and Exploitation," *Information and Management*, 54 (6), [757-770](#) [ABS 3].
- C.W. Yoo, J. Goo, **C.D. Huang**, K. Nam, and M. Woo (2017) "Improving Travel Decision Support Satisfaction with Smart Tourism Technologies: A Framework of Tourist Elaboration Likelihood and Self-Efficacy," *Technological Forecasting and Social Change*, 123, [330-341](#) [ABS 3].
- J. Goo, **C.D. Huang**, and C. Koo (2015) "Learning for Healthy Outcome: Exploration and Exploitation with Electronic Medical Records," *Information and Management*, 52 (5), [550-562](#). [ABS 3]
- **C.D. Huang**, R.S. Behara, and J. Goo (2014) "Optimal Information Security Investment in a Healthcare Information Exchange: An Economic Analysis," *Decision Support Systems*, 61, [1-11](#) [ABS 3].
- **C.D. Huang** and R.S. Behara (2013) "Economics of Information Security Investment in the Case of Simultaneous Attacks," *International Journal of Production Economics*, 141 (1), 255-268 [ABS 3].
- R.S. Behara, **C.D. Huang**, and Q. Hu (2010) "A System Dynamics Model of Information Security Investments," *Journal of Information Systems Security*, 6 (2), 30-44.

- **C.D. Huang** and J. Goo (2009) "Rescuing IT Outsourcing: Strategic Use of Service Level Agreement," *IEEE IT Professional*, 10 (6), 46-54.
- J. Goo, **C.D. Huang**, and P. Hart (2008) "A Path to Successful IT Outsourcing: Interaction between Service Level Agreements and Commitment," *Decision Sciences Journal*, 39 (3), 469-506 [ABS 3].
- **C.D. Huang**, Q. Hu, and R.S. Behara (2008) "An Economic Analysis of the Optimal Information Security Investment in the Case of a Risk-Averse Firm," *International Journal of Production Economics*, 114 (2), 793-804 [ABS 3].
- **C.D. Huang**, R.S. Behara, and Q. Hu (2008) "Managing Risk Propagation in Extended Enterprise Networks," *IEEE IT Professional*, 10 (4), 14-19.
- J. Goo and **C.D. Huang** (2008) "Facilitating Relational Governance through Service Level Agreements in IT Outsourcing: An Application of the Commitment-Trust Theory," *Decision Support Systems*, 46, 216-232 [ABS 3].
- **C.D. Huang** and Q. Hu (2007) "Achieving IT-Business Strategic Alignment via Enterprise-Wide Implementation of Balanced Scorecards," *Information Systems Management*, 24 (2), 173-184 [ABS 2].
- **C.D. Huang** and R.S. Behara (2007) "Outcome-Driven Experiential Learning with Web 2.0," *Journal of Information Systems Education*, 18 (3), 329-336 [ABS 1].
- Q. Hu and **C.D. Huang** (2006) "The Rise and Fall of the Competitive Local Exchange Carriers in the U.S.: An Institutional Perspective," *Information Systems Frontier*, 8 (3), 225-239 [ABS 3].
- **C.D. Huang** (2006) "Using Business Plans to Anchor MBA-Level E-Commerce Courses," *International Journal of Information and Communication Technology Education*, 2 (3), 88-99.
- Q. Hu and **C.D. Huang** (2006) "Using the Balanced Scorecard to Achieve Sustained IT-Business Alignment: A Case Study," *Communications of the AIS*, 17 (8), 181-204 [ABS 2].
- **C.D. Huang** and Q. Hu (2004) "Integrating Web Services with Competitive Strategies: A Balanced Scorecard Approach," *Communications of the AIS*, 13 (6), 57-80 [ABS 2].

REFEREED BOOK CHAPTER

- R. Behara, P. Huang, and **C.D. Huang** (2015) "Exploring Leadership in Services: A Social Network Analysis of NFL Coaches," in Merrill Warkentin (ed.), *Trends and Research in Decision Sciences*, FT Press, 28-35.
- R.S. Behara, **C.D. Huang**, and J. Goo (2013) "The Emerging U.S. Health Care Service Platform," in J. Kandampully (ed.), *Service Management: The New Paradigm in Health and Wellness Services*, Kendall Hunt Publishing, Dubuque, Iowa, 153-169.
- **C.D. Huang** (2007) "Business-Plan Anchored E-Commerce Courses at the MBA-Level," in L. Tomei (ed.), *Adapting Information and Communication Technologies for Effective Education – Advances in Information and Communications Technology Education Series, Volume 2*, Idea Group: Hershey, Pennsylvania, 156-166.
- **C.D. Huang**, R.S. Behara, and Q. Hu (2007) "Economics of Information Security Investment," in H. Chen, T.S. Raghu, R. Ramesh, A. Vinze, and D. Zeng (eds.), *National Security – Handbooks in Information Systems, Volume 2*, Elsevier: Amsterdam, The Netherlands, 53-69.
- **C.D. Huang** (1999) "Size, Growth, and Trends of the Information Industries, 1987–1996," in B. M. Compaine and W. H. Read (eds.), *The Information Resources Policy Handbook: Research for the Information Age*, The MIT Press: Cambridge, Massachusetts, 347-361.

REFEREED CONFERENCE PROCEEDING AND PRESENTATION

- P. Jain, **C.D. Huang**, R.S. Behara, and A. Agarwal (2019) "Improving Model Performance in Healthcare Predictive Analytics," *Proceedings of the 2019 Annual Meeting of the Decision Science Institute*, November 23-25, New Orleans, Louisiana, U.S.A.; [available online](#).
- **C.D. Huang**, R.S. Behara, and J. Goo (2018) "Evaluation of UAV Technology for Search-and-Rescue of Persons with Autism: A Case Study," *Proceedings of the 2018 Annual Meeting of the Decision Science Institute*, November 17-19, Chicago, Illinois, U.S.A.; [available online](#).
- E. Behara, **C.D. Huang**, and R.S. Behara (2018) "Understanding Population Health Disparities: An Analysis of Social Determinants of Health," *Proceedings of the 2018 Annual Meeting of the Decision Science Institute*, November 17-19, Chicago, Illinois, U.S.A.; [available online](#).
- C.W. Yoo, J. Goo, **C.D. Huang**, and R. Behara (2017) "Explaining Task Support Satisfaction on Electronic Patient Care Report (ePCR) in Emergency Medical Services (EMS): An Elaboration Likelihood Model Lens," *Proceedings of International*

Conference on Information Systems 2017, December 10-13, Seoul, South Korea; available [online](#).

- **C.D. Huang**, J. Goo, K. Nam, and C.W. Yoo (2016) "Explorative and Exploitative Use of Smart Technology in Travel Planning," *Proceedings of the 2016 Annual Meeting of the Decision Science Institute*, November 19-22, Austin, Texas, U.S.A.; available [online](#).
- **C.D. Huang**, R.S. Behara, and J. Goo (2015) "Rethinking Security in the World of Internet of Things," *Proceedings of the 2015 Annual Meeting of the Decision Science Institute*, November 21-24, Seattle, Washington, U.S.A.; available [online](#).
- R.S. Behara, P. Huang, and **C.D. Huang** (2014) "Exploring Leadership in Services: A Social Network Analysis of NFL Coaches," *Proceedings of the 2014 Annual Meeting of the Decision Science Institute*, November 22-25, Tampa, Florida, U.S.A.; available [online](#). Nominated for Best Paper Award.
- R.S. Behara, P. Huang, and **C.D. Huang** (2014) "Analysis of NFL Quarterback Draft Outcome with NCAA Data," *Proceedings of the 2014 Annual Meeting of the Decision Science Institute*, November 22-25, Tampa, Florida, U.S.A.; available [online](#).
- R.S. Behara, **C.D. Huang**, and J. Goo (2014) "The Evolving Regulatory Framework for Health Information Technology in the U.S.," *Proceedings of the Twentieth Americas Conference on Information Systems*, August 7-9, Savannah, Georgia, U.S.A.; available [online](#).
- J. Goo, **C.D. Huang**, and C. Koo (2013) "Exploration and Exploitation with Electronic Medical Record: Information Technology Enabled Organizational Learning in Healthcare," *Proceedings of the Post-ICIS LG CNS/KrAIS Workshop*, December 19, Milan, Italy; available electronically.
- R.S. Behara and **C.D. Huang** (2011) "Securing Electronic Health Records in a Health Information Exchange Environment," *Proceedings of the 42nd Annual Meeting of the Decision Science Institute*, November 19-22, Boston, Massachusetts, U.S.A., 4611-4616.
- **C.D. Huang** (2010) "Optimal Investment in Information Security: A Business Value Approach," *Proceedings of the 14th Pacific Asia Conference on Information Systems*, July 9-12, Taipei, Taiwan; available electronically.
- **C.D. Huang** and J. Goo (2009) "Investment Decision on Information System Security: A Scenario Approach," *Proceedings of the 2009 Americas Conference on Information Systems*, August 6-9, San Francisco, California, U.S.A.; available [online](#).
- J. Goo and **C.D. Huang** (2009) "Assimilation of Outsourced IT Capabilities: Gearing Their Strategic Capabilities," *Proceedings of the 2009 Americas Conference on Information Systems*, August 6-9, San Francisco, California, U.S.A.; available [online](#).

- **C.D. Huang** and R.S. Behara (2007) "Outcome-Driven Experiential Learning MIS Courses in Web 2.0 Environment," *Proceedings of the 2007 Americas Conference on Information Systems*, August 9-12, Keystone, Colorado, U.S.A.; available [online](#).
- R.S. Behara, **C.D. Huang**, and Q. Hu (2007) "Extended-Enterprise Information Security: A Risk Propagation Framework for Information Supply Chains," *Proceedings of the 2007 Americas Conference on Information Systems*, August 9-12, Keystone, Colorado, U.S.A.; available [online](#).
- R.S. Behara, **C.D. Huang**, and Q. Hu (2007) "A System Dynamics Model of Information Security Investments," *Proceedings of the 15th European Conference on Information Systems*, June 7-9, St. Gallen, Switzerland, 1572-1583.
- R.S. Behara, Q. Hu, and **C.D. Huang** (2006) "Decision Support for Information Systems Security Investments: A System Dynamics Model," *Proceedings of the First Annual Workshop on Information Security and Assurance*, AIS Special Interest Group on Network and Internet Security (SIG-SEC), December 10, Milwaukee, Wisconsin, U.S.A.; available electronically.
- R.S. Behara, **C.D. Huang**, and Q. Hu (2006) "Risk Propagation in Information Supply Chains," Fourth Annual Security Symposium, September 7-8, Phoenix, Arizona, U.S.A. (Subsequently reported by [Manufacturing News](#) and [Knowledge @ W.P. Carey](#))
- R.S. Behara, **C.D. Huang**, and Q. Hu (2006) "A Process Approach to Information Security: Lessons from Quality Management," *Proceedings of the 2006 Americas Conference on Information Systems*, August 4-6, Acapulco, Mexico, 1269-1276.
- **C.D. Huang**, Q. Hu, and R.S. Behara (2006) "Economics of Information Security Investment in the Case of Simultaneous Attacks," The Fifth Workshop on the Economics of Information Security, June 26-28, Cambridge, England; available [online](#). (Subsequently reported by [CIO](#), [InfoWorld](#), [ComputerWorld](#), and Palm Beach Post)
- **C.D. Huang**, Q. Hu, and R.S. Behara (2005) "Investment in Information Security by a Risk-Averse Firm," *Proceedings of the First Softwars International Conference*, December 10, Las Vegas, Nevada, U.S.A.; available electronically.
- **C.D. Huang**, Q. Hu, and R.S. Behara (2005) "In Search for Optimal Level of Information Security Investment in Risk-Averse Firms," Third Annual Security Symposium, September 7-8, Phoenix, Arizona, U.S.A.

- Q. Hu and **C. D. Huang** (2005) "Aligning IT with Firm Business Strategies Using the Balanced Scorecard System," *Proceedings of the 38th Hawaii International Conference on System Sciences*, January 3-6, Big Island, Hawaii, U.S.A.; available electronically.
- **C.D. Huang**, P. Hart, and M. Wiley (2004) "Factors Characterizing IT Use in SMEs: An Exploratory Study," *Proceedings of the 14th International Conference of the Information Resources Management Association*, May 23-26, New Orleans, Louisiana, U.S.A., 1229-1230.
- Q. Hu and **C.D. Huang** (2003) "Institutional Influences of Organizational Structure and Behavior: Evaluation of Business Models of the Telecom Industry," *Proceedings of the 2003 Americas Conference on Information Systems*, August 4-6, Tampa, Florida, U.S.A., 2908-2918.

REFEREED RESEARCH REPORT

- **C.D. Huang** (1993) *Managing the Spectrum: Win, Lose, or Share*, Program on Information Resources Policy, Harvard University, P-93-2.
- **C.D. Huang** (1992) *Size, Growth, and Trends of the Information Industries: 1978-1990*, Program on Information Resources Policy, Harvard University, I-92-6.
- **C.D. Huang** (1992) *Up in the Air – New Wireless Communications*, Program on Information Resources Policy, Harvard University, P-92-3.
- **C.D. Huang** (1990) *Size and Growth Trends of the Information Industry: 1975-1987*, Program on Information Resources Policy, Harvard University, I-90-1.

TRADE JOURNAL ARTICLE

- **C.D. Huang** and D. Swan (1995) "Residential Shared Tenant Services: The Door to Full-Fledged Cable Telephony," *CED (Communications Engineering and Design) Magazine*, March, 52-54.
- D. Swan and **C.D. Huang** (1994) "Entering the Voice Telephony Market: Dialing for Dollars," *CED (Communications Engineering and Design) Magazine*, August, 50-53.

INSTRUCTION

GRADUATE-LEVEL COURSE

- ISM 6026, Management of Information Technology and Systems (FAU: MBA, Executive MBA, Professional MBA, Online MBA, MSITM)
- ISM 6508, Web-Based Business Development (FAU: MBA, Executive MBA, Online MBA, MSITM)

- QMB 6303, Data Management and Analysis with Excel (FAU: Online MBA)
- MAN 6931, Strategic Management Project (FAU: MBA, Executive MBA)
- BTE 7175, Seminar in University Business Education (FAU: PhD; Guest Lecturer)
- GEB 6931, Executive Forum (FAU: Executive MBA)
- Excel boot camp (FAU: MS in Finance, Executive MHA)
- MAN 6937, Global Environment for Business (FAU: MBA, Executive MBA)
- S 483, Seminar: Information Resources and Public Policy (Harvard Kennedy School of Government; Teaching Fellow)
- AP 284, Statistical Thermodynamics (Harvard Graduate School of Arts and Sciences; Teaching Fellow)

UNDERGRADUATE-LEVEL COURSE

- ISM 3011, Management Information Systems (FAU)
- Healthcare Information Technology Module (FAU: Certificate for Medical Business Management)
- CS 50, Introduction to Computer Science (Harvard College; Teaching Fellow)
- GE 156, The Information Age (Harvard College; Teaching Fellow)

THESIS COMMITTEE

- Nieto Tibaquirá, Carlos A., Towards Modeling Long-Term Disaster Recovery Management," Master's These, College of Engineering and Computer Sciences, Florida Atlantic University, 2011-2012.

SERVICE

UNIVERSITY COMMITTEE AND CENTER

- Judge, Graduate Student Research Day (2012, 2014, 2015, 2017, 2018, 2019)
- Judge, Three-Minute Thesis Competition (2016, 2017, 2018)
- College Representative, University Graduate Council (2015-2017)
- College Representative, Graduate Program Committee (2015-2017)
- Judge and Faculty Mentor, Launch Competition, Florida Atlantic University Tech Runway (2016, 2018)
- Member, Search Committee for Assistant Provost of E-Learning (2010-2011)
- Faculty Member, Advanced eLearning, University Faculty Learning Community (2010-2011)
- Co-Leader, Technology Enhanced Learning, University Faculty Learning Community (2009-2010)

COLLEGE COMMITTEE

- Department Representative, Graduate Council (2004-2011; 2013-present)

- Department Representative, Faculty Development Council (2008-present)
- Member, Assessment and Assurance of Learning Committee (2013-present)
- Judge and Faculty Mentor, Business Plan Competition (2006-2015)
- Member, Master Teacher Committee (2012-2015)
- Department Representative, MBA Curriculum Review Committee (2010-2015)
- Member, Adams Center Faculty Operations Committee (2009-2011)
- Department Representative, Petitions Committee (2006-2007)
- Department Representative, *Ad Hoc* Committee on Online Education (2005-2006)

DEPARTMENT COMMITTEE

- Member, Faculty Search Committee for Tenure-Line Faculty (2018, 2019)
- Chair, Faculty Search Committee for Full-time Instructor (2017)
- Member, MIS Program Assessment Committee (2015-2016)
- Chair, Marketing Committee (2008-2009; 2011-2013)
- Member, Faculty Search Committee (2007-2009; 2013-2014; 2018-2019)

COURSE MANAGEMENT

- Coordinator, ISM 3011 Management Information Systems (2006-present)

EDITORSHIP

- Coordinating Editor, *Information Systems Frontier*, 2016-present
- Senior Editor, *Decision Support Systems*, 2014-present
- Track Co-Chair, Cyber Security, 2018 Annual Meeting of the Decision Sciences Institute, Chicago, U.S.A., November 17-19, 2018
- Mini-Track Co-Chair, Information Systems, Food Industry, and Consumer Behavior, 24th Americas Conference on Information Systems, New Orleans, U.S.A., August 16-18, 2018.
- Mini-Track Co-Chair, Healthcare Analytics, 23rd Americas Conference on Information Systems, Boston, U.S.A., August 10-12, 2017
- Mini-Track Co-Chair, Information Systems, Food Industry, and Consumer Behavior, 23rd Americas Conference on Information Systems, Boston, U.S.A., August 10-12, 2017
- Mini-Track Co-Chair, Healthcare Analytics, 22nd Americas Conference on Information Systems, San Diego, U.S.A., August 11-13, 2016
- Mini-Track Co-Chair, Information Systems, Food Industry, and Consumer Behavior, 22nd Americas Conference on Information Systems, San Diego, U.S.A., August 11-13, 2016

- Program Committee Member, 2015 Annual Meeting of the Decision Sciences Institute, Seattle, U.S.A., November 21-24, 2015
- Track Co-Chair, Information Privacy and Security Risks, 2015 Annual Meeting of the Decision Sciences Institute, Seattle, U.S.A., November 21-24, 2015
- Mini-Track Co-Chair, Healthcare Analytics, 21st Americas Conference on Information Systems, Puerto Rico, U.S.A., August 13-15, 2015
- Mini-Track Co-Chair, Healthcare Analytics, 20th Americas Conference on Information Systems, Savannah, Georgia, U.S.A., August 7-10, 2014
- Mini-Track Co-Chair, Electronic Health Record Technology in Emergency Medical Services (EMS), 19th Americas Conference on Information Systems, Chicago, Illinois, U.S.A., August 15-17, 2013
- Mini-Track Co-Chair, Adoption and Meaningful Use of Electronic Health Record (EHR) Technology, 18th Americas Conference on Information Systems, Seattle, U.S.A., August 9-11, 2012
- Program Committee Member, 10th Annual Security Conference, Las Vegas, U.S.A., May 4-6, 2011
- Program Committee Member, International Workshop on Risk and Trust in Extended Enterprises (RTEE 2010), San Jose, CA, U.S.A., November 1-4, 2010

PROFESSIONAL ORGANIZATION AND AFFILIATION

- Scientific Advisory Board, The Instituto Superior para el Desarrollo de Internet (Higher Institute for Internet Development), Madrid, Spain, 2011-present (<http://www.isdi.es/isdi/scientific-advisory-board>)
- Association of Information Systems (AIS)
- Decision Sciences Institute (DSI)
- AIS-SIGISAP (IS/IT Issues in Asia Pacific)
- AIS-SIGSEC (Security)

AD-HOC REVIEW – ACADEMIC JOURNAL

- Management Information Systems Quarterly (MISQ)
- European Journal of Operations Research (EJOR)
- IEEE Transactions on Engineering Management (IEEETEM)
- Decision Sciences Journal (DSJ)
- Decision Support Systems (DSS)
- Information and Management (I&M)
- International Journal of Production Economics (IJPE)
- Information Systems Frontier (ISF)
- Information Technology and People (IT&P)
- Journal of Strategic Information Systems (JSIS)
- European Journal of Information Systems (EJIS)
- Journal of Information Technology (JIT)
- International Journal of Production Research (IJPR)

- Information Systems Management (ISM)
- International Journal of Information Management (IJIM)
- Journal of Global Information Management (JGIM)
- Journal of Information Systems Security (JISSec)
- Journal of Information Systems Education (JISE)

AD-HOC REVIEW – GRANT

- Social Sciences and Humanities Research Council (SSHRC)
- Florida Center for Cybersecurity (FC²)

AD-HOC REVIEW – ACADEMIC CONFERENCE

- International Conference of Information Systems (ICIS)
- Pre- and Post-ICIS conferences
- Americas Conference of Information Systems (AMCIS)
- Annual Meetings of the Decision Sciences Institute (DSI)
- Academy of Management Annual Conferences (OCIS division)
- Hawaii International Conference on Systems Sciences (HICSS)
- Pacific Asia Conference of Information Systems (PACIS)
- European Conference of Information Systems (ECIS)
- International Conference on Electronic Commerce (ICEC)

DAVID ADAM MENACHOF

Associate Professor
Information Technology and Operations Management
College of Business
Florida Atlantic University
777 Glades Road
Boca Raton, FL 33431

W: +1-561-297-6089
E: dmenachof@fau.edu
menachof@gmail.com

ACADEMIC EXPERIENCE

Current Post

Associate Professor **College of Business, Florida Atlantic University**

August 2017 to present

Lecturing in Supply Chain and Operations Management

Current research interests include global supply chain issues, supply chain security, risk and visibility, sustainable supply chain and logistics, financial techniques applicable to logistics, liner shipping and containerisation.

EDUCATION

The University of Tennessee, Knoxville, Tennessee

Ph.D. in Business Administration May 1993.

Concentration: Logistics and Transportation with emphasis on international shipping.

Supporting field: Statistics.

"Risk Management Techniques in the Liner Shipping Industry: The Response to Customer Service Demands for Simplified Tariffs" – *Council of Logistics Management Doctoral Dissertation Award*

Chair: Dr. Gary N. Dicer.

University of Plymouth, Plymouth, England

M.Sc in International Shipping. February 1993.

The University of Tennessee, Knoxville, Tennessee

MBA June 1984.

Concentration: Transportation and Logistics

University of Cincinnati, Cincinnati, Ohio

BA in Economics June 1982.

Certificate in Business Administration

Previous Posts

Professor **Logistics Institute, Business School, University of Hull, England**
September 2009 to July 2017 **Peter Thompson Chair in Port Logistics**

Head of Logistics Research Group – Autumn 2013 to July 2017 – Led research group efforts in grant submissions (over £1.3m since 2013), research degrees (PhD and MPhil), and academic esteem.

Director of the Centre for Logistics Research Spring 2010 through Spring 2013 – Led several successful research grant bids (over £750,000) and coordinated research seminar series.

Module leader for Supply Chain and Operations Management on the MBA programme – taught on-campus and in 5 overseas locations.

Lecturing in Supply Chain and Operations Management for the MBA programme, Global Supply Chain and Logistics Management, Business Process Improvement and Simulation Modelling for Logistics and Operations

Supervising numerous postgraduate (PhD and MSc) dissertations related to Logistics, Supply Chain and Operations Management.

Senior Lecturer **Cass Business School, City University, London, England**

August 1999 to August 2009. Director of MSc in Logistics, Trade, and Finance degree.

Responsibilities included recruitment and selection, course administration, working with colleagues to ensure high level module delivery, and supervision of students' dissertations.

Lecture in International Logistics and Distribution, Operations Management (MBA), and Transport Economics on postgraduate courses.

Senior Lecturer **University of Plymouth, England**

May 1996 to Sept 1999. Centre for Shipping and Transport. Post-graduate course coordinator for International Shipping and Logistics. Lecture in International Logistics, Marketing, Liner Shipping and Maritime Finance on undergraduate and postgraduate courses. Supervising numerous postgraduate dissertations.

Assistant Professor **University of Charleston, S.C.**

Aug. 1991 to May 1996. Intermodal Transportation Program. Responsible for advanced level courses in Logistics & Transportation and Marketing, including Transport Economics.

Faculty advisor to Student Port Association.

Associate Instructor **The University of Tennessee**

Sep. 1987 to Aug. 1991. Department of Marketing, Logistics and Transportation. Responsible for preparing and teaching Introduction to Transportation and Introduction to International Business courses.

Visiting Posts

Visiting Professor **Frederick University, Cyprus**

Autumn 2014 – Feb 2017. Delivered module in Logistics and Supply Chain Management for MSc in International Trade and Shipping Management degree (online and on campus)

Visiting Professor **University of Haifa, Haifa, Israel**

Spring 2007. Delivered a series of lectures in Global Logistics to the MSc in Logistics.

Visiting Professor **University of Applied Sciences, Vorarlberg, Austria**

Spring 1998 to 2003. Business Process and Projekt Management Programme. Lecturer in International Marketing and Logistics. External Examiner for Final Degree Candidates.

Visiting Lecturer **University of Turku, Finland**

April 1998. Center for Maritime Studies. Provided Advanced Course in International Shipping and Transport.

Visiting Lecturer **Odessa State University, Odessa, Ukraine**
Aug. 1994 to June 1995. ***Fulbright Scholar Recipient***. Taught advanced level courses in Marketing, Logistics, and Quality Management. Assisted faculty in curriculum reform toward market economy based coursework.

Visiting Lecturer **Odessa State Maritime University, Odessa, Ukraine**
Nov. 1994 to May 1995. Lectured in Logistics to 3rd year students in Economic Engineering Faculty. Worked with Pro-Rector of University on curriculum reform and distance learning projects.

Visiting Lecturer **Raisio Commercial College, Raisio, Finland**
Apr 1995. Fulbright Inter-country Travel Grant Recipient. Provided week-long lecture series in Logistics, Marketing and Customer Service, including ISO 9000. Discussions with faculty members regarding curriculum development were incorporated into post lecture discussions.

INDUSTRY EXPERIENCE

Associate Chief Steward **American Hawaii Cruises, Honolulu, HI**
May. 1987 to Jan. 1988. Responsible for inventory control function of food and beverage departments on 800-passenger luxury cruise liners. Implemented computerized program to provide daily cost/menu planning analysis. Assist Chief Steward with various on-board projects related to hotel operations.

Purser **American Hawaii Cruises, Honolulu, HI**
Feb. 1986 to Apr. 1987. Key positions involved in passenger service operations. Coordinate with all departments to provide guest satisfaction and shipboard maintenance. Prepare monthly payroll for 350-member crew on Panamanian vessel. Performed audit function for all ship's revenue departments.

Operations Analyst **American Hawaii Cruises, Honolulu, HI**
Feb. 1985 to Feb. 1986. Instrumental in developing computer applications for shipboard and office use. Areas include inventory control, accounting, finance, reservations, and payroll. Provide training on use of IBM PC to personnel.

Traffic Analyst **Delta Steamship Lines, Teaneck, NJ**
Jun. 1984 to Jan. 1985. Performed cost and revenue analysis related to vessel operations for use by upper management. Provided support to marketing research group. Extensive use of micro-computers and related software programs.

Distribution Specialist **Abbott Laboratories, N. Chicago, IL**
Summers 1980, 1981; Winter 1981. Responsible for segment of finished goods inventory distribution system. Implemented procedure to coordinate inbound and outbound shipments between regions.

RESEARCH AND SCHOLARSHIP

Research interests include supply chain security, sustainable supply chains, liner shipping, port management, and financial techniques related to logistics and supply chain management

PUBLICATIONS

Refereed Journals and Book Chapters

Submitted and Under Review

Aljizani, A., Creazza, A., Menachof, D. and Trotter, S. "Optimising the total cost in global supply chains considering the Commodity Price Volatility" – submitted to *European Journal of Operations Research*.

Suansawat, R., Wong, C., Grant, D.B. and Menachof, D., "Does Supply Chain Integration Matter for Green Supply Chain Management?" with– Under Review – *International Journal of Production Economics*

Ahmed, S. and Menachof, D., "Achieving Supply Chain Resilience: An Empirical Perspective, - submitted to *International Journal of Production Research*

Published or Forthcoming

Colicchia, C., Creazza, A and Menachof, D., (2018) "Managing Cyber and Information Risks in Supply Chains: Insights From an Exploratory Analysis," *Supply Chain Management An International Journal*, as part of a Chartered Institute of Logistics and Transport Seed Corn Grant <https://doi.org/10.1108/SCM-09-2017-0289>

Irawan, C, Akbari, N, Jones, D & Menachof, D (2018), 'A combined supply chain optimisation model for the installation phase of offshore wind projects' *International Journal of Production Research*, Vol 56, No. 3, pp 1189-1207 <https://doi.org/10.1080/00207543.2017.1403661>

Akbari, N, Irawan, C, Jones, D & Menachof, D, (2017) "The role of ports in the offshore wind industry" in "Port Management: Cases in Port Geography, Operations and Policy," edited by Stephen Pettit and Anthony Beresford. Kogan Page, EAN: 9780749474324

Akbari, N, Irawan, C, Jones, D & Menachof, D (2017), 'A multi-criteria port suitability assessment for developments in the offshore wind industry' *Renewable Energy*, Vol 102, Part A, pp. 118-133. DOI: 10.1016/j.renene.2016.10.035

Talas, R, Menachof, D and Harris, K (2017), "Supply Chain Risk and Vulnerability in Maritime Ports and Terminals" in *Encyclopedia of Marine and Offshore Engineering*, John Wiley and Sons

Kwesi-Buor, J., Menachof, D., and Talas, R. (2016), "Scenario Analysis and Disaster Preparedness for Port and Maritime Logistics Risks" *Accident Analysis and Prevention*, preprint online <http://dx.doi.org/10.1016/j.aap.2016.07.013>

Menachof, D., Grant, D.B., and Talas, R., (2016) "Does The Concept Of 'Nearporting' Provide A Pathway To Better Logistics Sustainability?" *Journal of Supply Chain Management Research & Practice*, Vol 10, No 1. pp.1-11

Kim, S., Colicchia, C., and Menachof, D., (2016) "Ethical sourcing: An analysis of the literature and implications for future research" *Journal of Business Ethics*, preprint online doi:10.1007/s10551-016-3266-8

Talas, R. and Menachof, D, (2014) "Maritime Terrorist Attacks Against Seaports 1968-2007" in *Maritime Transport Security: Issues, Challenges and National Policies* :

Comparative Perspectives on Transportation Security series Edited by Khalid Bichou, Joseph S. Szyliowicz and Luca Zamparini, pp. 77-97

Talas, R., and Menachof, D (2014). "Using Portfolio Optimization To Calculate The Efficient Relationship Between Maritime Port Security Residual Risk And Security Investment", *International Journal of Shipping and Transport Logistics*, Vol. 6 No. 3, pp. 314-338

Sherman, G, Siebers, P-O., Menachof, D and Aickelin, U. (2012) "Evaluating Different Cost-Benefit Analysis Methods for Port Security Operations," in *Decision Making in Service Industries: A Practical Approach* by Javier Faulin , Angel A. Juan, Scott E. Grasman , and Michael J. Fry, CRC Press Print ISBN: 978-1-4398-6734-1 pp 279-302.

Tapaninen, U., Ojala, L., and Menachof, D. (2010) IT in Logistics and Maritime Business in Grammenos, C. (ed.) *The Handbook of Maritime Economics and Business*. Informa UK Ltd. (Lloyd's List) . ISBN 978-1-84311-880-0

Ferris, M.T., Menachof, D, and Crum, M. (2010) "Global Opportunities via the Fulbright Scholar Program" *Transportation Journal*, 2010, Vol 49, No. 2, pp. 66-78.

Hong, E. Son, B.G., and Menachof, D. (2010) "A Study of the Effect of e-commerce on the Outsourcing of Logistics Functions in Korean Manufacturing Firms," *International Journal of Logistics Research and Applications*, Vol.13, No. 1, pp. 41-57.

Menachof, D, Gibson, B, Hanna, J. and Whiteing, A. (2009) "An Analysis of the Value of Supply Chain Management Periodicals," *International Journal of Physical Distribution and Logistics Management*, Vol 39., no. 2. pp.145-166.

Menachof, D, Bourlakis, M. and Makios, T. (2009) "The Order Lead–Time Concept and the Grocery Retailers in the UK and Greek Markets," *Supply Chain Management: An International Journal*, Vol. 14, no. 5., pp. 349-358.

Talas, R and Menachof, D. (2009) "The Efficient Trade Off between Security and Cost for Sea Ports: a Conceptual Model", *International Journal of Risk Assessment and Management*, Vol 13., no. 1 pp. 46-59.

Menachof, D and Russell, G. (2009) "Shocks and Longer Term Effects of 100% Air Cargo Screening" *Distribution Business Management Journal*, Vol. 8, no.1, pp. 77-79.

Menachof, D. (2006) "Smooth Sailing or Rough Seas: The Future of International Liner Shipping," *Journal of Transportation Management*, Vol. 17 no 2, Delta Nu Alpha, pp.28-37

Menachof, D. (2005) "How Big is Your Cash Gap?," *Distribution Business Management Journal*, Spring vol.5, no. 1. pp. 10-12.

Kavussanos, M, Visvikis, I. and Menachof, D.(2004) "The Unbiasedness Hypothesis in the Freight Forward Market: Evidence from Cointegration Tests," *Review of Derivatives Research*, December 2004, V. 7 , no.3, pp 241-266

Gibson, B, Hanna, J, and Menachof, D. (2004) "Periodical Usefulness: An International Perspective" *International Journal of Logistics Research and Applications*, September, Vol.7, No. 3, pp. 297-311.

Alizadeh, A., Kaussanos, M. and Menachof, D. (2004) "Hedging Against Bunker Price Fluctuations Using Petroleum Futures Contracts; Constant versus Time-varying Hedge Ratios," *Applied Economics*, Vol. 36, No. 12, pp. 1337-1353.

Menachof, D. and Ikozoboh, B.C. (2003) "The Payoff from Better Logistics," *Distribution Business Management Journal*, Spring, v.3, no. 1. Pp. 10-16.

- Menachof, D. and Ojala, L.M. (2002). "IT in Logistics and Maritime Business" - Chapter 39 in Grammenos, C. Th. (ed.), *The Handbook of Maritime Economics and Business*, LLP - Informa. pp. 898-913. ISBN 1-84311-195-0
- Menachof, D and Dicer, G. (2001) "Risk Management Methods for the Liner Shipping Industry: The Case of the Bunker Adjustment Factor," *Maritime Policy and Management*, v. 28, no. 2, pp. 141-155.
- Menachof, D and Wassenberg, O. (2000) "The Application of Benchmarking Techniques by Road Transport Companies in the United Kingdom and The Netherlands," *Transportation Journal*, Vol. 40, Iss. 2; pg. 40-57.
- Menachof, D. and Damian, A. (1998) "Mergers and Alliances in the Liner Shipping Industry," *Journal of Transportation Management*, v.10, no.2, pp. 44-56.
- Menachof, D. (1996) "Risk Management in the Liner Shipping Industry: The Response to Customer Service Demands for Simplified Tariffs," *Journal of Business Logistics - CLM Doctoral Dissertation Award*, v.17, no.1, pp.259-290.

Work in Progress

- "The role of logistics capabilities to achieve supply chain resilience" Ahmed, S., Menachof, D. and Talas, R.
- "A Load of Rubbish – The logistics of anaerobic digestion" empirical research targeted for *Supply Chain Management*, Menachof, D., Faint, R. and Adams, J.
- "Nearporting or returning to the natural hinterland" empirical research targeted for *Maritime Policy and Management*
- "Evaluating Different Methods for Conducting Cost-Benefit Analysis of Port Operations" empirical research targeted for *International Journal of Production Research*, with Creazza, A, Siebers, P-O., Aickelin, U, and Aickelin, G.
- "Factors affecting 2nd and 3rd tier automotive suppliers: The case of Aguascalientes" with R. Valenzuela
- "Business complexity and liability restrictions: The "Old Maid" game strategy in logistics operations" with Daniel Ekwall

Refereed Proceedings

- Aljizani, A., Creazza, A., Menachof, D. and Trotter, S., "Studying the Relationship Between Commodity Markets and Maritime Freight Rates to Optimize the Total Logistics Cost in Global Supply Chains", *Proceedings of the Council of Supply Chain Management Professionals 2018 Academic Research Symposium*, Oct 2018, Nashville, TN
- Aljizani, A., Creazza, A., Menachof, D. and Trotter, S., "Optimising the total logistics cost of commodity procurement in global supply chain management", *Proceedings of the 23rd Logistics Research Network Annual Conference*, Sep 2018, Plymouth, UK ISBN
- Grant, D.B., Menachof, D. and Bovis, C., "Supply Chain Deglobalization in an Increasingly Nationalistic World", *Proceedings of the 22nd Logistics Research Network Annual Conference*, Sep 2017, Southampton, UK

Danilova, J., Menachof, D. and Talas, R., "Offshore Wind Supply Chain Integration: Soft Systems Methodology Approach" *Proceedings of the 21st Logistics Research Network Annual Conference*, Sept 7-9, 2016, Hull, UK

Aljizani, A., Creazza, A. and Menachof, D. "Optimising The Total Cost Of Commodity Procurement In Global Supply Chain Management," *Proceedings of the 21st Logistics Research Network Annual Conference*, Sept 7-9, 2016, Hull, UK

Danilova, J., Grant, D.B., and Menachof, D. "Investigating SME Participation In The UK Offshore Wind Supply Chain," *Proceedings of the 21st Logistics Research Network Annual Conference*, Sept 7-9, 2016, Hull, UK

Akbari, N., Irawan, C., Jones, D. and Menachof, D., "A Port Suitability Assessment Model for the Operations And Maintenance Phase of the Offshore Wind Industry" *Proceedings of the 3rd International Conference on Green Supply Chain*, July 11-13, 2016, London, UK

Aljizani, A., Creazza, A. and Menachof, D., "Optimising the Total Cost of Commodity Procurement in Global Supply Chain Management" *Proceedings of the 23rd EurOMA Annual Conference*, Jun 17-22, 2016, Trondheim, Norway

Colicchia, C., Creazza, A. and Menachof, D., "Managing Cyber Risk In Massively Connected Supply Chains: An Empirical Investigation," *Proceedings of the 20th Logistics Research Network Annual Conference*, Sept 9-11, 2015, Derby, UK

Aljizani, A., Menachof, D and Creazza, A., "Studying the Relationship between Agricultural Commodity Prices and Freight Rates in Global Supply Chains," *Proceedings of the 20th Logistics Research Network Annual Conference*, Sept 9-11, 2015, Derby, UK

Ahmed, S, Menachof, D. and Talas, R., "The role of logistics capabilities to achieve supply chain resilience: a conceptual framework" *Proceedings of the 20th Logistics Research Network Annual Conference*, Sept 9-11, 2015, Derby, UK

Menachof, D and Miles, R, "Logistics is Child's Play - Building a Virtual Game to Create Logistics Awareness in Our Youth: The Tablet Project" *Proceedings of the Council of Supply Chain Management Professionals 2014 Educators' Conference*, Sept. 21, 2014, San Antonio, Texas

Menachof, D and Miles, R, "CILTY – The Logistics Challenge" *Proceedings of the 19th Logistics Research Network Annual Conference*, Sept 3-5, 2014, Huddersfield, UK

Grant, D.B., Williams, T., Bishop, D and Menachof, D, "Capabilities of logistics and ports in the Humber region," *Proceedings of the 19th Logistics Research Network Annual Conference*, Sept 3-5, 2014, Huddersfield, UK

Akhtar, P and Menachof, D., "An integrated business structure for agri-food supply chain sustainability: Research directions," *Proceedings of the 19th Logistics Research Network Annual Conference*, Sept 3-5, 2014, Huddersfield, UK

Menachof, D. and Talas, R. "Nearporting: A return to the natural port hinterland?", *Proceedings of the International Association of Maritime Economists*, July 15-18, 2014, Norfolk, Virginia, USA

Menachof, D, and Talas, R. "Nearporting – A return to green?" *Proceedings of the International Conference on Green Supply Chains*, June 25 - 27, 2014 Arras - France

Talas, R. Frodl, E. and Menachof, D., "Pattern profiling of Somali piracy attacks in the Gulf of Aden and the Indian Ocean 2009-2012", *Proceedings of the Logistics Research Network Annual Conference*, Sept 2013, Birmingham, UK

Kwesi-Buor, J, Menachof, D. and Talas, R. "Building resilient port logistics through modelling and simulation" *Proceedings of the Logistics Research Network Annual Conference*, Sept 2013, Birmingham, UK

Talas, R. and Menachof, D., "Supply Chain Integration: A Case Study of Wine Supply Chains between Chile and the UK", *Proceedings of the British Academy of Management*, 12-13 Sept 2012, Cardiff, UK

Siebers, Peer-Olaf and Sherman, Galina and Aickelin, Uwe and Menachof, David "Comparing decision support tools for cargo screening processes" at *10th International Conference on Modeling and Applied Simulation*, 12-14 September 2011, Rome, Italy

'Modeling and Analysing Cargo Screening Processes: A Project Outline', with Siebers, P.O., Aickelin, U., Menachof, D., Sherman, G. and Zimmerman, P. *Proceedings of the INFORMS Simulation Society Research Workshop*, pp tba, 25-27 June 2009, Warwick, UK

"An Analysis of the Value of Supply Chain Management Periodicals," with T. Whiteing, B.Gibson, & J.Hanna. *Proceedings of the Logistics Research Network 12th Annual Conference*, Logistics Research Network, September 2007, Hull, UK pp.270-278. * Received Best Paper Award.

Linking the Cash-to-Cash Cycle to Corporate Performance, *Proceedings of the Logistics Research Network 12th Annual Conference*, Logistics Research Network, September 2007 Hull, UK pp.285-292.

"Supply Chain Metrics – The Cash-to-Cash Cycle Examined," *Proceedings of the Logistics Research Network 10th Annual Conference*, Logistics Research Network, Plymouth, UK September 2005, pp. 283-290.

"The Lease/Purchase Decision in the Containerised Liner Trades" with L. Shapiro and S. Asherof, accepted for publication, *Proceedings of the International Logistics Congress 2nd Annual Conference*, Izmir, Turkey , December 2004

"Logistics and Project Planning at easyInternetcafé Ltd." with T. Kedia, *Proceedings of the the 33rd Annual Educators' Conference of the Council of Logistics Management*, October 2004

"The Eligibility Of Busan Port As A Hub Port In North East Asia With A System Dynamics Model," with E. Hong, *Proceedings of the Logistics Research Network 10th Annual Conference*, Logistics Research Network, Dublin, September 2004

"System Dynamics Model for Port Selection," with E. Hong. *Proceedings of the International Assn. of Maritime Economists Annual Conference*, Izmir, Turkey, June 2004, pp 1083-1094.

"Boardroom Perspective of the Supply Chain Function," with S. Gooch, *Proceedings of the Logistics Research Network 8th Annual Conference*, London, September 2003, pp.142-150

"The Unbiasedness Hypothesis In The Freight Forward Market," with Manolis Kavussanos, and Ilias Visvikis at International Association of Maritime Economists Annual Conference, Panama City, Panama, November 2002

- "An International Analysis of the Value of Logistics Periodicals for Teaching, Research, and Outreach Purposes: An Update," with B. Gibson and J. Hanna, *Proceedings of the Logistics Research Network 7th Annual Conference*, Birmingham, September 2002, pp.155-165, ISBN 1-870214-96-X.
- "What Do We Mean by Supply Chain Collaboration?" with B.G. Son, *Proceedings of the Logistics Research Network 7th Annual Conference*, Birmingham, September 2002, pp.477-484, ISBN 1-870214-96-X.
- "An International Analysis of the Value of Logistics Periodicals for Teaching, Research, and Outreach Purposes," with B. Gibson and J. Hanna, *Proceedings of the Logistics Research Network 6th Annual Conference*, Edinburgh, September 2001, pp.149-159.
- "Simulating the B2B Procurement Process: The Case of Marine Spare Parts," with K. Novak and N. Skordaki, *Proceedings of the the 30th Annual Educators' Conference of the Council of Logistics Management*, Kansas City, September 2001, pp.273-298.
- "Hedging Against Bunker Price Fluctuations Using Petroleum Futures Contracts; Constant versus Time-varying Hedge Ratios," with M. Kavussanos, and A. Alizadeh, *Proceedings of the International Association of Maritime Economists Annual Conference*, Hong Kong, July 2001.
- "ERP and the University: An Overview of the Importance, Selection, and Implementation of ERP within Logistics and Transportation Programs," with Rutner, S., and Gibson, B., *Proceedings of the the 29th Annual Educators' Conference of the Council of Logistics Management*, New Orleans, October 2000.
- "Global Logistics or International Logistics: Does it Matter?" with R. Gray, *Proceedings of the Intermodal Distribution Educators' Academy*, Dallas, May 1998.
- "Mergers and Alliances in the Liner Industry - A Historical Perspective," with A. Damian, *Proceedings of the Intermodal Distribution Educators' Academy*, Dallas, May 1998.
- "Promoting Logistics Education: Encouraging a 'Major' Decision," with Gibson, B, Rutner, S., *Proceedings of the 26th Annual Educators' Conference of the Council of Logistics Management*, Chicago, October 1997, pp.199-224.
- "Logistics Education: Making a 'Major' Decision," with Gibson, B, Rutner, S., *Proceedings of the Logistics Research Network Annual Conference*, Huddersfield, September 1997.
- "The Relationship between International Logistics and International Shipping," with Gray, R., *Proceedings of the Intermodal Distribution Educators' Academy*, Atlanta, April 1997.
- "Internet and Logistics: A Beginners' Guide", with Gibson, B, Rutner, S., *Proceedings of the 24th Annual Conference of the Council of Logistics Management*, Orlando, October 1996.
- "Shipping to Europe's Eastern Edge," *Proceedings of the Intermodal Distribution Education Academy*, Atlanta, March 1996, pp. 94-100.
- "The International Third Party," with P. Nelson, *Proceedings of International Association of Business Disciplines Conference*, Pittsburgh, April 1994.
- "Nationalistic Opposition to FOC Tonnage - How Much Tonnage Should We Have?" *Proceedings of Intermodal Distribution Education Academy*, Atlanta, April 1994, pp.114-118.
- "Census Data on CD ROM Ushers in New Era for Business Research," with F.W. Davis & P. Bridgman, *Proceedings of the Microcomputers in the Marketing Curriculum Conference*, American Marketing Association, New Orleans, 1989.

Other Publications

“How do I— ensure my supply chain is flexible enough to cope with changes in demand?”, *Director*, November 2009, Vol 63., no. 3, p. 21.

“Purchase or Charter?” by D. Menachof, S Asherof, & L Shapira *Lloyd's Shipping Economist* February 2005, pp.18-20

“Hub Port Test”, by David A. Menachof and Eui Hong, *Lloyds Shipping Economist*, October 2004, pp. 27-59.

“We Need Supply Chain Collaboration”, by David A. Menachof, Ph.D. and Byung-Gak Son, *Lloyds Shipping Economist*, September 2003, pp.25-28.

“The Truth About Collaboration,” by David A Menachof and B.G. Son, in *Chief Logistics Officer*, February 2003, pp. 6-13.

Book Review-*Supply Chain Management* by Mentzer, Ed. In *International Journal of Logistics Research and Applications*, Volume 5, Number 3/November 01, 2002, pp. 313-315.

Report on Third Party Logistics Providers in Singapore: Trends, Opportunities and Challenges, with Kian Heng Ang for the Singapore Trade Development Board, Oct. 2000.

“Online for business,” *Lloyd's Shipping Economist*, September 2000, pp.11-15.

“Brave new world of shipping,” *Lloyd's Shipping Economist*, March 2000, pp.32-35.

“Pepsi in Ukraine,” *Global Cases in Supply Chain Management*, D. Taylor, Ed., International Thompson Press, London, 1997, pp. 161-167.

"Review of International Activities at the College of Charleston," *The World Trader*, June 1993, Vol.1, No.5, p. 7.

"Using Terms of Sale to Your Advantage," *The World Trader*, May 1993, Vol.1, No.4, p.11.

"Four Steps to Maritime Reform," with K. Manrodt, *The Journal of Commerce*, New York, 19 February 1991, p.8A.

PRESENTATIONS (Industry and Academic w/o proceedings)

“Blockchain – Beyond the Hype”, presented at Mobile Technology Consortium Spring Meeting, Boca Raton, FL, March 2018

“Brexit, De-Globalisation and Populism’s Impact on the Supply Chain”, led panel discussion at CSCMP’s Academic Research Symposium, Atlanta, USA, September 2017

“Decision Making Under Uncertainty Using Monte Carlo Simulation: Case Of The Offshore Wind Industry Supply Chain”, presented at INFORMS Annual Conference, Nashville, Tennessee, USA, November 2016

“Managing Cyber and Information Risks in Supply Chains: insights from an Exploratory Analysis”, presented at Centre for Operational Research and Logistics (CORL) Seminar Series, University of Portsmouth, UK, November 2016

“Nearporting: Beyond the concept”, presented at TOC-Europe Port Centric Logistics Village, London, England, June 2014

“Nearporting: Cutting Costs the Old Fashioned Way” Logistics Link Live Summit, Birmingham, England, June 2014

“Global Supply Chain Visibility” Keynote address presented at ExpoPartes, Aguascalientes, Mexico, August 2013

“ How Secure is your Supply Chain?” presented at World Trade Day, Exporting 101 panel, Bryant University, Rhode Island, May 2013.

“Managing Supply Chain Security: The Scourge of Somali Piracy” with R. Talas presented at the Council of Supply Chain Management Professionals, Atlanta, GA, Oct 2012.

“Supply chain integration: a case study of wine supply chains between Chile and the UK”. With R. Talas presented at British Academy of Management conference : management research revisited : prospects for theory and practice, 26th Annual, Cardiff, 2012.

“Engaging Talent: Where do we find the people we need?,” The Automated Materials Handling Systems Association Symposium 2012, Silverstone, May 2012

“Tools for Investigating Cargo Screening Processes - Scenario Analysis to Agent Oriented Simulation” with U. Aickelin, G. Aickelin, and P. Siebers presented at INFORMS Annual Conference, Charlotte, NC, Nov 2011

“Chasing Talent: Where do we find the people we need?,” UKWA Warehousing Futures, Sutton Coldfield, Oct 2011.

“The efficient relationship between maritime port security residual risk and security investment” with R.Talas, presented at Logistics Research Network Annual Conference, Southampton, UK, September 2011

“What’s next? The future for logistics and distribution – key trends and challenges to prepare for,” Closing keynote address presented at 1-2-1 Supply Chain Excellence Summit, London, June 2011

“Maritime Terrorist Attacks Against Ports 1968-2007” with R. Talas, presented at INFORMS Annual Conference, Austin, TX, Nov 2010

“Cost Benefit Analysis of the Cargo Screening Processes Using Alternative Evaluation Methods” with U. Aickelin, G. Sherman, and P. Siebers, presented at INFORMS Annual Conference, Austin, TX, Nov 2010

“The importance of port/s selection and the approaches to "near porting" and "port centric"” presented at Freight by water – East Coast Modal Shift Forum, Hull, Oct 2010

“*Nearporting and the Triple Bottom Line*” presented at Hull International Logistics Conference, July 2010

“Scenario Analysis, Decision Trees and Simulation for Cost Benefit Analysis of the Cargo Screening Process” with U. Aickelin, G. Aickelin, and P. Siebers presented at International Workshop of Applied Modelling and Simulation (WAMS), Buizos, Brasil, May 2010

“The Application of Six Sigma Principles in Maritime Port Security” presented at International Association of Maritime Economists Annual Conference, Lisbon, Jul 2010

“How Secure is your Supply Chain?” presented at Supply Chain Leaders in Action, Phoenix, AZ, May 2010

“Supply Chain Security: Are you doing enough?” presented at Driving the Motorways of the Sea: The StratMoS Conference 2009, Hull, November 2009

“Assessing the Full Impact of PL110-53 (S. 509) – 100% Air Cargo Screening” with G. Russell, presented at INFORMS Annual Conference, Washington, DC, October 2008

- “Setting the Scene: What Are We Facing? Issues in Secure Trade” Keynote Address presented at 6th Secure Trade in APEC Region Conference, Lima, Peru, August 2008
- “Supply Chain Finance Super Session” with T. Pohlen, presented at Distribution Business Management’s Supply Chain Leaders in Action Annual Conference, Scottsdale, Arizona, USA June 2008
- “Linking the Cash-to-Cash Cycle to Corporate Performance” presented at INFORMS Annual Conference, Seattle, Washington, USA, November 2007
- “Logistics and supply chain management periodical usefulness”, with T. Whiteing, B. Gibson, J. Hanna , presented at Logistics Research Network 11th Annual Conference, Hull, UK, September 2007.
- “Supply Chain Finance Super Session” with T. Goldsby, presented at Distribution Business Management’s Supply Chain Leaders in Action Annual Conference, Orlando, Florida, USA June 2007
- “International Transportation – Five Years On” presented at Council of Supply Chain Management Professionals Annual Conference, San Antonio, Texas, USA, October 2006
- “Logistics and supply chain management periodical usefulness – Interim Results”, with T. Whiteing, B. Gibson, J. Hanna , presented at Logistics Research Network 10th Annual Conference, Newcastle, UK, September 2006.
- “Logistics and Project Planning at easyInternetcafé Ltd.” with T. Kedia, *Proceedings of the 33rd Annual Educators’ Conference of the Council of Logistics Management*, October 2004
- “Applying Project Planning to Logistics: A Case Study” with T. Kedia, Distribution Business Management Annual Conference, Chicago, USA, May 2004
- “Measuring the Success of Supply Chain Collaboration,” with B.G. Son, 18th Annual IMP Conference, Dijon, France, 5th - 7th September 2002
- "Streamlining the Global Supply Chain Through Centralized Purchasing - Cadbury-Schwepps Global "Hub" Case Study" presented at WoF2002 Conference on Innovation Technologies for Distribution, Logistics and Supply Chain Strategies, June 2002, Orlando, Florida, USA
- “The Unbiasedness Hypothesis in the Freight Forward Market,” with M. Kavussanos and I. Visvikis, presented at 2nd International Conference on Safety of Maritime Transport, Chios, Greece, June 7-9, 2001.
- “Integrating Enterprise Resource Planning (ERP) Software into Logistics and Business Programs,” presented at Council of Logistics Management Educators’ Conference, New Orleans, September 2000.
- “E-commerce and the bulk shipping industry,” with B.G. Son, presented at the Intermodal Distribution Educators’ Academy/American Society of Transportation and Logistics Educator’s Conference, Atlanta, April 2000.
- “Port Community Systems,” with M. Warner, presented at the Intermodal Distribution Educators’ Academy, Atlanta, April 1999.

“The Application of Benchmarking Techniques by Road Transport Companies in the United Kingdom and The Netherlands,” with O. Wassenberg, presented at the World Conference on Transportation Research, Antwerp, Belgium, July 1998.

“Performance Measurement and Enterprise Resource Planning in British and Dutch Manufacturing Companies,” with R. Peters, presented at World Logistics IT Conference, London, England, July 1998

“Innovative International Shipping Programmes at the University of Plymouth,” presented at the Transportation Research Board’s 77th Annual Meeting, Washington, D.C., January 1988.

“Post-Graduate Logistics Programmes at the University of Plymouth,” presented at the Transportation Research Board’s National Conference on Intermodal Transportation Education and Training, Washington, D.C., November, 1997.

“Pepsi in Ukraine and Other Logistical Problems,” presented at Chartered Institute of Transport, South West Region meeting, Plymouth, May 1997.

"Implementation of Risk Management Methods in the Liner Shipping Industry," presented at TIMS/ORSA Spring Conference, Boston, April 1994.

"What it Takes to Succeed in International Business," presented at the South Carolina Hugh O'Brian Youth Foundation Leadership Seminar, June 1993.

"A Topical Approach towards M.B.A. curriculum design," presented to the 1991 Eastern Michigan University Conference on Languages and Communication for World Business and the Professions, April 1991.

Research Supervision Completions

Shehzad Ahmed – Passed viva Dec 2016 – University of Hull – “Role of Logistics Capabilities to Achieve Supply Chain Resilience: An Empirical Investigation”

Seongtae Kim – Passed viva Dec 2016 – University of Hull – “The Impact of Ethical Sourcing on Financial Performance: An Event Study Analysis”

John Kwesi-Buor – Successfully completed Ph.D. 2015 – University of Hull - “Applying System Dynamics Modelling to Building Resilient Logistics: A Case of the Humber Ports Complex”

Rachata Suansawat - Successfully completed Ph.D. 2013 – University of Hull - “The influence of supply chain integration and green supply chain management practices on sustainable firm performance - in Thai manufacturing industry”

Risto Talas – Successfully completed Ph.D. 2010 – City University London – “Supply Chain Risk – Identifying the Port Safety and Security Risk Frontier”

B.G. Son – Successfully completed Ph.D. 2004 – City University London – “Supply Chain Collaboration: Measurements of Success”

Ilias Visvikis – Successfully completed Ph.D. 2002 – City University London – “Market Efficiency, Hedging Effectiveness and Price Differentials in the Freight Forward Market”

FUNDED GRANTS

INNOVATE UK, Enhancing the End-to-End Journey Programme - £ 2,946,356 total of which £524,713 to University of Hull - Awarded Feb 2016 - Collaborative and Adaptive Integrated Transport Across Land and Sea (CAPITALS) - Co-Investigator

INNOVATE UK, Enhancing the End-to-End Journey Programme - £2,000,000 total of which £721,916.95 to University of Hull - Awarded Feb 2016 - LHOFT - Liverpool - Humber Optimisation of Freight Transport – Co-Investigator

LEANWIND (Logistic Efficiencies And Naval architecture for Wind Installations with Novel Developments) SCP2-GA-2013-614020 is a 4-year project that started in December 2013. It is led by a 31-partner consortium and has been awarded €10 million by the European Commission's 7th Framework Programme. Co-Principal Investigator for Hull University.

Chartered Institute of Logistics and Transport Seed-Corn Grant - £6,500 – November 2014 - Enhancing Cyber Resilience in Supply Chains (with A. Creazza and C. Coliccia)

Technology Strategy Board - £49,325 – March 2014 - Solutions for Integrated Seamless Transport Across Land and Sea (SISTALS) – Principal Investigator for Hull University

Chartered Institute of Logistics and Transport Seed-Corn Grant - £7,500 – November 2012 - Building a Virtual Game to Create Logistics Awareness in Our Youth: The Android App Project

ESRC/SAMS Fellowship – Sustainable supply chains – Co-Investigator £50,000 – Awarded November 2012

HEIF – Humber Economic Futures Project –£15,000 - May 2012 – Port-Centric Economic Impacts in the Humber region

Knowledge Transfer Partnership – Autumn 2010 – Approx £122,000 - Cloud based computing solutions for Logistics - in partnership with Keyfort, Ltd.

EPSRC Research Grant - £504,000 – April 2008 - “Modelling and Analysing the Cargo Screening Process” with U. Aickelin (Nottingham) and T. Sun (City, Engineering).

Chartered Institute of Logistics and Transport Seed-Corn Grant - £5000 – June 2006 - Linking the Cash-to-Cash Cycle to Corporate Performance

Socrates Programme Teaching Grant - Voralberg, Austria - May 1999

British Council Travel Grant - Finland - September 1997

Fulbright Scholarship, Odessa State University, Ukraine, 1994-1995

International Intermodal Exposition Fellowship, Spring 1994

Council of Logistics Management Doctoral Dissertation Award, 1993

International Student Exchange Program Participant, 1989-90

Compagnie Generale Maritime Graduate Scholarship, 1988-89

Burlington Industries Fellowship, 1987-90

TEACHING and CLASSROOM EXPERIENCE

Courses Taught:

MBA – Supply Chain and Operations Management

MSc – Global Logistics and Supply Chain Management

MSc – Logistics Planning and Control – Simulation (Discrete Event)
MSc – Transport Economics (and Geography)
MSc – e-Commerce and IT for Shipping, Logistics and Trade
BSc – Supply Chain Modeling and Analysis
BSc – Warehousing and Transportation
BSc - Business Process Improvement
B.S. – Fundamentals of Marketing
B.S. – International Business
B.S. – International Marketing

ADMINISTRATION, MANAGEMENT and ACADEMIC LEADERSHIP

Director – Logistics Research Group (former Centre for Logistics Research) (Univ Hull)

Oversee research activities within the Logistics and supply chain research group. Facilitate research grant bids, research seminar series, and support for research efforts of all academics within the group. Successful bids during period as director totaled more than £2,000,000 to date.

Course Director – MSc in Logistics, Trade and Finance (City Univ)

Instrumental in changing name of degree from Trade, Transport and Finance and updating focus of degree content. Admissions had gone from low 20's to mid 40's in tenure as course director. Applications have increased by 50% or more since name change. Based on information of other programmes students are applying to programme was competing with the other top logistics programmes in UK and Europe. Responsible for recruitment and selection of student candidates.

Acted as admissions tutor for degree and personal tutor to over 25 students, along with dissertation supervisor for over 10 students per year.

University Service

Research and Enterprise Committee
Research Degrees Committee
Employability Taskforce

EXTERNAL and PROFESSIONAL CONTRIBUTION

Academic Leadership

Conference Chairman, **21st Annual Logistics Research Network Conference**, Kingston upon Hull, England, September 2016. Major International Conference with 90 presentations and 186 authors from over 30 countries.

Guest Editor, *International Journal of Logistics Research and Applications*, ISSN 1367-5567, Published by Taylor and Francis, August 2017 expected publication date

Editorial Review Board, *International Journal of Logistics Research and Applications*, ISSN 1367-5567, Published by Taylor and Francis – Currently: Special Issue Advisor

Editorial Review Board, *International Journal of Logistics Management*, ISSN 0957-4093
Published by Emerald Group Publishing Ltd.

Conference Co-Chairman, **2004 International Logistics Congress**, Izmir, Turkey. Major International Conference with over 65 presentations and 200 delegates.

Guest Editor, *International Journal of Logistics Research and Applications*, ISSN 1367-5567, Published by Taylor and Francis, September 2004

Conference Chairman, **2003 Logistics Research Network Annual Conference**, London, England. Major International Conference with over 70 presentations and 175 delegates.

Track Chairman, **2003 Logistics Educators' Conference**, Council of Logistics Management, Chicago, USA. Major International Conference with over 200 delegates.

Conference Chairman, **1998 European Forum of Logistics Education**, Plymouth, England. International Conference with over 50 delegates.

Steering Committee Member, European Forum of Logistics Education 1997-2005

External Examiner Positions

External Examiner, Aston University, MSc in Logistics and Transport Management, 2014-2017

External Examiner, Brunel University, MSc in Global Supply Chain Management, 2013-2017

External Examiner, Edinburgh Napier University, MSc course in Maritime Transport and Logistics, 2009-2012

External Examiner, Cranfield University, School of Management, MSc Logistics and Supply Chain Management, 2005-2008

PhD Examiner:

2016 _____, external examiner, Cardiff University
2014 _____, external examiner, Huddersfield University
2013 Sarah Shaw, internal examiner, University of Hull
2012 Alex Trautrim, internal examiner, University of Hull
2011 _____, external examiner, Lund University
2010 _____, external examiner, Newcastle University
2005 _____, external examiner, Cardiff University

Professional Membership

Member of Council of Supply Chain Management Professionals (formerly Council of Logistics Management)
Co-chaired track during 2012 CSCMP conference with S. Golicic on Industry-Academic Partnerships.

Member of Chartered Institute of Logistics and Transport's Logistics Research Network Steering Committee (2003-present)

Member of the Hull and Humber Chamber of Commerce Shipping Committee (2010-present)

RECENT CONSULTING PROJECTS

Humber Local Enterprise Partnership – The Humber's Future Economic and Sustainable Development, 2013

North Lincolnshire Council, UK – Anaerobic Digestion Plant Feasibility Study, 2011

Accenture Supply Chain Academy – Developed several online training courses and delivered webinars on several supply chain topics.

PAST ACTIVITIES AND INTERESTS

United States Coast Guard Reserve, Petty Officer 3rd Class, Yeoman/Quartermaster, 1987-1994.

Delta Nu Alpha Transportation Fraternity, Graduate Student Advisor, Univ. of Tennessee.

Member, 1983 European International Business Study Tour, Logistics Arrangements Committee Chairman. University of Tennessee

Member, University of Cincinnati Track and Cross-Country Teams,
And Polytechnic South West (University of Plymouth) Orienteering Team.

ACADEMIC REFEREES

Professor Amir Alizadeh
Professor of Shipping Finance
Cass Business School
City University
106 Bunhill Row
London EC1Y 8TZ
United Kingdom
a.alizadeh@city.ac.uk

Professor David Grant
Professor of Supply Chain Mgmt
Hull University Business School
The University of Hull
Kingston upon Hull
HU6 7RX
United Kingdom
d.grant@hull.ac.uk

Prof. Alan McKinnon
Head of Logistics Department and
Dean of Programs
Kühne Logistics University,
Grosser Grasbrook 17,
20457 Hamburg, Germany
alan.mckinnon@the-klu.org

Professor Chandra Lalwani
Emeritus Professor of Logistics
Hull University Business School
Logistics Institute
Kingston upon Hull
HU6 7RX
United Kingdom
c.s.lalwani@hull.ac.uk

Professor John Langley
Professor of Supply Chain Mgmt
Smeal College of Business
The Pennsylvania State University
454 Business Building
University Park, PA 16802-3603
jlangley@psu.edu

Dr. Brian Gibson
Professor of Logistics and Supply Chain Mgmt
Dept. of Logistics and Aviation Mgmt
College of Business
Auburn University
Auburn, AL 36849
bgibson@business.auburn.edu

Teaching Evaluations available on request

MARY M. SCHINDLBECK, Ph.D.

Senior Instructor
Information Technology and Operations Management
College of Business

Florida Atlantic University
Boca Raton, FL 33431
E-mail: mschind2@fau.edu

EDUCATION

- Ph.D.**, 2009. Educational Leadership, Adult & Community Education
Florida Atlantic University, Boca Raton, Florida
Dissertation: An Exploration of Factors Affecting the Academic Success of Students in a College Quantitative Business Course
- Educational Specialist**, 2007. Educational Leadership, Adult & Community Education
Florida Atlantic University, Boca Raton, Florida
- Master of Applied Science**, 1987. Computer and Information Systems
Florida Atlantic University, Boca Raton, Florida
Thesis Title: An Experimental Study of an Information-Based Complexity Metric.
- Bachelor of Applied Science**, 1983. Computer and Information Systems
Florida Atlantic University, Boca Raton, Florida

EXPERIENCE

- Senior Instructor** August, 2013 – present
Information Technology & Operations Management Department
Florida Atlantic University, Boca Raton, Florida
- Courses taught:
 - QMB3600: Quantitative Methods in Business - use of statistical and quantitative techniques in operational problem solving and decision making. Course taught in various modalities: online, face-to-face, and video streamed.
 - QMB6603: Data Analysis for Managers – statistical analysis of data using interactive computing, regression, experiments versus observational studies, causal interference, and analysis of univariate and multiple time series.
 - ISM6136 & ISM4117: Data Mining & Predictive Analytics - analytical techniques using XLMiner for predictive and descriptive data analysis of large amounts of data.
 - ISM3011: Management of Information Systems - use of spreadsheets and databases and their applications to business practices.
 - ISM2000: Information Systems Fundamentals - fundamentals of computer systems, networks and software applications.
- Instructor** August, 1998 – August 2013
ITOM, Florida Atlantic University, Boca Raton, FL
- Visiting Instructor** August, 1996 - August, 1998
ITOM, Florida Atlantic University, Boca Raton, FL
- Adjunct Instructor** January 1988 - August, 1996
ITOM, Florida Atlantic University, Boca Raton, FL

RESEARCH INTERESTS

Quantitative literacy, instructional design, cognitive load theory with an aim toward advancing the design of learning environments, and evaluation research strategies and assessment. Understanding the business benefits of advanced analytics; exploring not only the technology issues but also the skills that are required to implement and to understand analytics.

AWARD

Recipient, Excellence in Undergraduate Teaching Award, College of Business, 2010-2011.

PUBLICATIONS

Bryan, V., Danaher-Schindlbeck, M., and Duay, D., Relationship Among Key Variables and Students' Perceptions Toward Learning Online in Postsecondary Environments. SITE 2005 Society for Information Technology & Teacher Education Conference, Phoenix, Arizona. March, 2005.

PRESENTATIONS

Schindlbeck, M. and Sweet, J. (2016). *Teachnology: Teaching Technology Across the Curriculum*, Teaching with Technology Showcase, April 9, 2016.

Schindlbeck, M. et al. (2012). *Lecture Capture and Video Streaming (LCVS) Technology at the College of Business* (panel presentation). FAU Faculty Seminar, November 9, 2012.

Schindlbeck, M. (2012). *Technology in Political Campaigns*. FAU Living Learning Community Interest Session, October 3, 2012.

Schindlbeck, M. (2011). *Does IT Matter?*. FAU Living Learning Community Interest Session, November 8, 2011.

Root, A. and Schindlbeck, M. (2011). *Lecture Capture*. FAU Center for Teaching and Learning, Teaching with Technology Showcase, October 1, 2011.

Chin, P. and Schindlbeck, M. (2010). *Comparing Learning Outcomes in Face-to-Face and Online Classes*. The Scholarship of Teaching Faculty Enhancement Program. November 18, 2010.

Behara, R., Huang, D., Davis-Schindlbeck, M., Frazier, E., Ghenai, C., Hartmann, J., Sapat, A., and Teegavarapu, T. (2009). *Technology Enhanced Learning in the Classroom*. FAU Center for Teaching and Learning, Teaching with Technology Showcase, October 24, 2009

GRANT

Chin, P. and Schindlbeck, M. (2010). *An evaluation of assessment congruent to the pedagogical goals of two learning environments: online and face to face*. Faculty Assessment Grant Award \$5,000, Florida Atlantic University Office of Institutional Effectiveness and Analysis.

COMMITTEE ASSIGNMENTS

Member, College of Business Assurance of Learning Team (2014 to Present)
Doctoral Dissertation Committee Member, Jonathan Sweet (2016-2017)
Faculty Member, Academic Integrity Committee, (2013 to 2015)
Advisory Member, Department P&T Panel, (2012 to 2017)
Member, IRM eLearning Resources Committee (2011 to 2012)
Faculty Member, College of Business Video Streaming Initiative (2011 to present)
Course and assessment coordinator for multi-section course QMB3600 (2007 to present)
Member, ITOM department strategic planning committee (2009 to 2016)
Member, College of Business subcommittee on assessment (2010 to 2011)

PROFESSIONAL DEVELOPMENT **Attended Conferences and Workshops**

Canvas Pilot Study Group, Fall 2016.

Teaching with Technology Showcase, FAU's Center for Teaching and Learning. April 2016.

Master Teacher Committee of the College of Business Workshop, A Forum on Bringing Research into the Classroom. February 2016.

Master Teacher Committee of the College of Business Workshop, Pedagogical Research. November 2015.

Graduate Faculty Recruitment Workshop; November 2015.

Completed online course, Eliminate Campus Sexual Violence (FL), November 17, 2014.

Completed 16-week training course through the Center for eLearning. eLearning Designer & Facilitator Certification, Spring 2012.

Master Teacher Workshop, Panelist. LCVS, best practices in online testing, cheating prevention, projects/assignments, and student communications. Fall 2012.

Faculty Learning Community: Assessment Procedures, Strategies, and Challenges in an eLearning Environment. Fall 2011 and Spring 2012. Facilitator Peter Ricci.

Teaching with Technology Showcase, FAU's Center for Teaching and Learning. October 2011.

Teaching with Technology Showcase, FAU's Center for Teaching and Learning. October 2010.

Assessment in ITOM: Defining, Assessing and Documenting Student Learning Outcomes. Presented by Gail Wisan & Marc Rhorer. September 2010.

Blackboard 9 Pilot Study Group, Fall 2010.

Critical Thinking Faculty Workshop, FAU's Center for Teaching and Learning. 2010
Teaching with Technology Showcase, FAU's Center for Teaching and Learning. October, 2009.

Faculty Learning Community; Technology-Enhanced Learning. Spring 2009 & Fall 2009.
Facilitators Ravi Behara and Derrick Huang.

DR. BHARTI SHARMA

9758 Napoli Woods Ln, Delray Beach, FL 33446
Cell: (786) 252-8200

bsharma@fau.edu
sharmabarti@gmail.com

EDUCATION

PhD., Electrical Engineering, Florida Atlantic University, Boca Raton, FL, Dec 2014, GPA 3.95
Bachelor of Engineering, Electronics & Telecommunications, University of Pune, India, 1996; Valedictorian

TEACHING EXPERIENCE (7 years - Information Technology and Systems)

Full Time Instructor (Aug 2017 - present)

August 2016 – till present: College of Business, Florida Atlantic University, Boca Raton, Florida.

Experience in teaching following courses

- ISM 6136 – Data Mining/Predictive Analytics
- ISM 6217 – Database Management Systems
- ISM 6555 – Social Media and Web Analytics – MSITM, EMBA
- ISM 6508 – Web-based Business Development
- ISM 6026 – Management of Information Systems - Online (DL)
- ISM 6026 - Management of Information Systems - Campus
- ISM 6026 - Management of Information Systems – OMBA, EMBA
- ISM 2000 – Information systems fundamentals – undergrad class

Adjunct Professor (Jan 2015 to July 2017)

August 2016 – July 2017: College of Business, Florida Atlantic University, Boca Raton, Florida.

- ISM 2000 – Information systems fundamentals – undergrad class ITOM
- ISM 6026 – Management of Information Systems – PMBA Executive Education
- ISM 6404 – Intro to Business Analytics and Big Data – EMBA Executive Education
- Excel Bootcamp for Master of Finance (MSF)

August 2015 – Dec 2016: Nova Southeastern University, Boca Raton, Florida

- Teaching Object oriented design (includes Java, Web programming, GUI patterns, Web animations, Applets), Fundamentals of computer programming, Introduction to Computer Science

Jan 2015 – May 2015: Computer and Electrical Engineering department, Florida Atlantic University, Boca Raton, Florida

- Taught Computer Science subjects: Microcontrollers, Assembly language programming (Motorola Assembler) to undergraduate students

Jan 2015 – May 2015: Broward College

- Teaching AC Circuits (theory and labs), Measurement and Techniques, AutoCAD (Certified Professional 2015)

Teaching Assistant (2 years)

2012 – 2014: Computer and Electrical Engineering department, Florida Atlantic University, Boca Raton, Florida (2012 – 2014)

- Computer and Electrical Engineering department – Conducted and taught Microprocessor, Logic Design, and Microcontroller laboratories for undergraduate students. Duties included grading (40+ students), conducting exams, grading.

Lecturer (2 years)

1996 – 1998: Delhi College of Engineering, Delhi University, India (1996 – 1998)

- Taught undergraduates – Taught computer science courses, Web technologies, Email basics and operations, Social media basics
- Taught Undergraduates - Electronics courses (Circuits, Electromagnetics, Transmission lines and networks theory)

SOFTWARE SKILLS (Information Systems and Business Analytics)

C, C++, Java, Object Oriented Web programming, Database Management software (DB2, SQL), Big Data (Business Data Analytics), Statistics, Predictive Analytics, Data Mining, Quantitative Modeling, Power BI, Tableau, Statistical Computing, Data Warehousing or Data Visualization, R tool, Hadoop, Python, Machine Learning, Matlab Analytics Tools, Mainframe technology software, Microsoft Office (Excel, Powerpoint, Publisher, Word)

RESEARCH EXPERIENCE:**Post-doc Associate, Biomedical Engineering Dept., University of Miami (October 2015 – December 2016)**

- Performing data analytics on the electroencephalography (EEG) signals for brain machine interfaces (BMI) to understand differences in EEG signals between healthy and spinal cord injury subjects
- Using Statistics, Predictive Analytics, Quantitative Modeling and Statistical Computing
- Processing, analyzing and visualizing 64 GB of EEG data using various machine learning techniques
- Research involves processing of raw EEG signals and performing quantitative and statistical analysis using analytical tools such as t-test, analysis of variance (Anova) to analyze the differences among group means and their associated procedures (such as "variation" among and between groups) and to perform a statistical test of whether the means of several groups are equal, and comparing (testing) three or more means (groups or variables) for statistical significance. Analytical tools used are within Excel and Matlab.
- Data visualization being performed using statistical plots (box and whisker, histogram, bar graph) and post hoc techniques such as multcompare.
- Working on Data Analytics for the analysis of the EEG signals for brain machine interfaces (BMI) to understand differences in EEG signals between healthy and spinal cord injury subjects
- Performing quantitative and statistical analysis using analytical tools such as t-test, Anova1, Anova2, Anova3 to analyze the differences among group means and their associated procedures (such as "variation" among and between groups) and to perform a statistical test of whether or not the means of several groups are equal, and comparing (testing) three or more means (groups or variables) for statistical significance. Using analytical tools used are within Excel and Matlab.

Ph.D. Candidate, Wireless Communications and Biomedical applications, FAU (2011-2014)

- Researched on developing a generalized procedure (in EM contexts) to determine a “prototype” version of a physical state, characteristics/phenomenon using a set of “model” data available (pertinent to such states, characteristics or phenomena) *via* the concept of so-called Buckingham’s similitude principle.
- Formulated thereby exclusive details concerning the “prototype” versions of the following (i) Material characteristics at the test frequencies using the known “model data” at low frequency of EM spectrum; and, (ii) wireless channel models at the test frequencies extended from relevant “model” details known *a priori* at RF through microwave frequencies
- Ascertained the feasibility of using the test bands (of millimeter-wave/THz EM energy) in medical science for medical ablation procedures in terms of bioelectromagnetic details conceived as “prototypes” (at the test frequencies)
- Tools used during the research: Excel and Matlab.

PUBLICATIONS**Refereed Journals**

1. Neelakanta, P.S. and B. Sharma, “Conceiving THz Endometrial Ablation: Feasibility, Requirements and Technical Challenges,” *IEEE Transactions on Terahertz Science and Technology*, vol. 3, no. 4, pp. 402-408, July 2013.
2. Neelakanta, P.S. and B. Sharma, “Conceiving THz Endometrial Ablation: Feasibility, Requirements and Technical Challenges,” *IEEE Journal of Biomedical and Health Informatics*, vol. 17, no. 4, pp. 813-819, July 2013.
3. Neelakanta, P.S. and B. Sharma, “*de Novo* Radio Frequency Ablation Therapy: Application of Unexplored Electromagnetic Spectral Resources of mm-Wave/THz Band in Clinical Ablation Procedures- A Review,” *British Journal of Medicine & Medical Research*, vol. 3, no. 4, pp.1701-1730, June 2013.

Under Review

4. Sharma, B., “Descriptive Analytics Methodology using Power BI analytical tool”, Decision Sciences Journal of Innovative Education (DSJIE). Submitted Jan. 2020 (*Under review*).
5. Sharma, B., K. Gant and A. Prasad, “Sensorimotor cortical activation in chronic motor-complete cervical spinal cord injury during EEG-Brain computer interface controlled functional electrical stimulation,” *Journal of Neuroscience, Clinical Neurophysiology*, Submitted Dec. 2016 (*Under review*)
Worked on revisions in 2017

Refereed Conferences

1. Sharma, B., “Endangered Species International Trade Analysis using Power BI Analytics Tool”, 49th Annual Meeting of the Decision Sciences Institute, Chicago, IL, Nov 18-19, 2018, pp. 631-639.
2. Sharma, B., K. Gant and A. Prasad, “Sensorimotor Cortical Activation during EEG-BCI controlled Functional Electrical Stimulation in Spinal Cord Injured Subjects,” *IEEE EMBC 2016 Conference Proceedings, Late-breaking research posters*, Aug. 2016.
3. Sharma, B., P. S. Neelakanta, V. Aalo, D. F. DeGroff, “Indoor RF-Channel Characterization of Nano-through Femto-cell Ambient at Millimeter-wave/THz Frequencies in LTE Contexts,” *Proceedings of the 3rd IEEE International Conference on Recent Trends in Information Technology*, July 2013, pp. 625-630. (**Awarded Best Paper**).

CORPORATE EXPERIENCE (12 years - Information Technology and Business Analytics)**Business Systems Analyst – Florida Power and Light, Juno Beach, Florida (2005-2011)**

- Designed and supported complex SAP applications for the Supply Chain Management System
- Analyzed supply chain processes and conducted segregation of duties analysis using Excel analytics tools
- Worked with clients to determine their business needs to transform them into information technology system requirements – such as conversion of a paper userid form to the online form in Lotus Notes system
- Conducted operational analyses for the FPL billing and financial data. Key responsibilities included:
 - Filtering, analyzing and extracting meaningful information from the findings
 - Conducting statistical analyses using correlation, covariance, paired t-tests and analysis of variance methods in Excel
 - Prepared plots for data visualization using box and whiskers, bar chart and histogram
- Analyzed supply chain processes (procurement and inventory) using data analytics techniques using Excel for data analysis and visualization. Used pivot tables to extract the significance from a large, detailed data sets
- Worked as a segregation of duties analyst which included analyzing the job role and responsibilities data and extracting significant changes pertaining to the yearly functions performed
- Used analytical tools in Excel to perform descriptive and inferential analysis on job roles and their responsibilities. Prepared analytics report for yearly Sarbanes-Oxley audit
- Worked on Supply Chain data visualization and presenting reports indicating
- Used SAP analytics software for consolidating key procurement and inventory data elements that enabled visibility across the supply chain business users
- Analyzed business processes and wrote system process specifications to be used. Determined solutions to business software/hardware system problems
- Solely responsible for interfacing with the end-users to gather application requirements and acting as a liaison between the out-sourced developers and the in-house end-users
- Monitored project progress by tracking activity; resolving problems; publishing progress reports; recommending actions
- Maintaining system protocols by writing and updating procedures.

Computer Programmer – Florida Power and Light, Miami, Florida (1999-2005)

- Developed and tested financial control applications using Mainframe legacy platform
- Researched out of balance causes in the control applications that involved querying the database management systems using SQL, using Excel plots and PowerPoint reports to present the findings
- Supported the Billing and Financial applications using the Mainframe technology, CICS, JCL, COBOL, DB2, SQL software.

Additional information: U.S. Citizen