

SERVICE STATEMENT

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3.1 Service to the Field

I have served my field, primarily through: (1) peer reviewing for the key research journals in my field and (2) in an editorial leadership role in the two premier MIS research conferences.

I regularly serve as a peer reviewer for most top-tier MIS journals such as *MIS Quarterly*, *Information Systems Research*, *Journal of Management Information Systems*, *Organization Science*, *IEEE Transactions on Engineering Management*, and *Communications of the ACM*. I average about 21 reviews a year for these journals combined. I also occasionally review for *Management Science*, *Administrative Science Quarterly*, *IEEE Software*, *Decision Support Systems*, *Data Base*, *Journal of Strategic Information Systems*, *Journal of the Association for Information Systems*, *Information & Management*, *International Journal of Electronic Commerce*, and *IBM Systems Journal*. (Samples of commendation letters from editors at ASQ and Organization Science are included in Tab 6-C.) I have also reviewed for all major conferences in my field including *International Conference on Information Systems (ICIS)*, *Academy of Management*, *Hawaii International Conference on System Sciences (HICSS)*, *Americas Conference on Information Systems (AMCIS)*, *Southern Association for Information Systems (SAIS)*, and *INFORMS conference*.

I have also served in 2006 and 2004 as an associate editor for the premier research conference in my field—*International Conference on Information Systems*. In addition, I have proposed and co-chaired research mini-tracks in 2005, 2002, and 2001 at the second major international MIS research conference, *Hawaii International Conference on System Sciences (HICSS)*. These were “Managing Knowledge in Software Development” (with A. Bharadwaj; 2005) and “E-services: Models and Methods for Design, Implementation, and Delivery” (with B. Ramesh; 2001 and 2002). I have further contributed to my profession by serving on two journal editorial boards. I have also served on the program committees for the 2003 INFORMS Conference in Atlanta and the 2006 Knowledge Management in Organizations conference in Europe. I have also contributed five original bibliographic research databases to the field’s public research database repository at ISWorld.org (two with Detmar Straub).

3.2 Service to the Institution

My institutional service spans service to the department, the college, and the university. In my service to Iowa State University, I organized an MIS research seminar series in 2004-2005, served on various college (learning outcomes committee, 2005-; university library committee, 2006-) and departmental committees (MIS scholarship committee, 2005-), and on four graduate thesis committees. I am actively involved in an internal initiative for competitively positioning and branding the MIS program at Iowa State (2005-) and working with the MIS industry advisory council to address enrollment issues (2006-). I have also served as a faculty representative in the 2006 university commencement ceremony. In addition, I have also delivered invited research talks at several universities (e.g., Minnesota, Florida State, and Keio U. (Japan)) and invited thought leadership talks in leading industry forums (such as Japan’s

Electronics and IT Industry Association) and the global headquarters of several leading technology companies (such as UPS, Toshiba, and Hitachi). I also coauthored a thought-leadership whitepaper on digitally-enabled supply chains sponsored by SAP Corporation. I believe that these contribute to the research visibility of both the university and the college. At Emory University, I actively participated in the launch of a new Ph.D. program in MIS, and served on the MIS Ph.D. student selection committee from 2002 to 2004. I also initiated and developed international internship relationships in Japan and served on the computing and education committee from 2003 to 2004.

3.3 External Service to Industry Constituents

In my service to MIS industry constituents, I serve in an advisory role to professional organizations such as The Knowledge Management Professionals Society (advisor to the board since 2005), The Michael Nobel & Harriet Fulbright Institute of Business Technology Management (a leading US CIO think tank), where I serve as one of four contributing academics (academic advisory council member since 2003), Japan's Strategic Software Research Consortium (2003, 2005, 2006), and The Japanese Electronics and Information Technology Industries Association. I have also served as a reviewer for book manuscripts for Addison-Wesley, MacMillan Press, and Prentice Hall.

In conclusion, I have contributed through service to my institution as well as my field. Overall, I believe that my internal service is commensurate with my rank as an assistant professor. I expect that I will expand the scope and depth of institutional service in the future while maintaining my level of service to my field. Specific initiatives that I expect to be involved in the near future include promoting the MIS major to boost historically-underrepresented women and minority students, actively assisting with recruiting doctoral students into the planned MIS Ph.D. program, and assisting with launching a college-wide research seminar series.