

CURRICULUM VITAE

SIMHA. R. MAGAL, Ph.D.

RESIDENCE:

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EDUCATION

Ph.D. University of Georgia, Athens, Georgia, March 1987
Major Field: Management Information Systems
Supporting Discipline: Computer Science

M.B.A. Valdosta State College, Valdosta, Georgia, June 1982
Concentration: Finance and Management

Bachelor of Commerce (Honours), May, 1980
University of Delhi, New Delhi, India
Major Field: Commerce and Banking

ACADEMIC EXPERIENCE

Seidman College of Business, Grand Valley State University, Grand Rapids, MI, USA
August 2000 – Present: Professor of Management (MIS)

Victoria University, Melbourne, Australia
September, 2013: Visiting Professor
(On sabbatical leave from Grand Valley State University)

Universidad del Bío Bío, Chillan, Chile
October – November, 2013: Visiting Professor
(On sabbatical leave from Grand Valley State University)

Wolverine World Wide, Inc., Grand Rapids, MI, USA
January 2007 – April 2007: Facilitate the re-engineering of manufacturing processes and systems for global operations.
(On sabbatical leave from Grand Valley State University)

College of Business, Bowling Green State University, Bowling Green, OH, USA
August 1998 – July 2000: Professor of Accounting and MIS
August 1991 - August 1998: Associate Professor of Accounting and MIS
January 1987 - August 1991: Assistant Professor of Accounting and MIS

University College Dublin, Dublin, Ireland
September 1995-May 1996: Visiting College Lecturer, MIS Department

(On faculty improvement leave from Bowling Green State University)

LEADERSHIP EXPERIENCE

SAP University Alliances

March 2014 – Present:

North American SAP Academic Board member

Academic content task force (Chair)

Responsible for building stronger relationships between universities the SAP University Alliances program.

Americas SAP Users Group (ASUG), Michigan Chapter

August 2013 – Present:

Market Leader

Responsible for building stronger relationships between universities and members of the Michigan chapter of ASUG.

Seidman College of Business, Grand Valley State University, Grand Rapids, MI, USA

August 2004 – Present:

Director , ERP Initiative, Seidman College of Business

Responsible for managing the SAP/ERP program for the Seidman College of Business. Specific responsibilities include: maintaining the technical infrastructure (multiple SAP® systems), supervising the SAP systems administrator, curriculum development, faculty training and development, developing relationships with local industry, student recruitment, internships and placement, etc.

Key accomplishments include:

- *Support the use of SAP by 14 faculty and nearly Seidman 2000 students per year.*
- *Manage a student internship program to support the ERP program. Over \$100,000 has been raised from local business in since 2008 to support student internships.*
- *Work with 25+ regional and national companies to support recruiting of Seidman students. Companies include: 3M, Accenture, Cargill, Consumers Energy, Deloitte Consulting, Dow Corning, Haworth, HCL, Technologies, Owens Corning, Perrigo, Steelcase, and Wolverine World Wide.*
- *Manage 15 SAP systems and supervise one SAP Systems Administrator and between 6 and 8 student interns.*
- *Developed Global Bike, Incorporated (GBI) which includes a case describing a bicycle company, SAP ERP implementation of the company, and accompanying teaching materials. As of nearly 100,000 students use GBI annually in over 600 institutions worldwide.*

Program Website: <http://www.gvsu.edu/erp>

College of Business, Bowling Green State University, Bowling Green, OH, USA

August 1989 - August 1995

and August 1996-July 2000: Co-ordinator, MIS programs
 Department of Accounting and MIS
Responsible for managing the MIS program. Specific responsibilities included: curriculum development, faculty recruiting and development, student recruiting and placement and serving as a liaison with other areas of the College and University.

AWARDS, GRANTS AND RECOGNITIONS

- SAP Developer Hero (July, 2016)
- Glenn A. Niemeyer Award, Grand Valley State University, 2016.
<http://www.gvsu.edu/provost/glenn-a-niemeyer-awards-5.htm>
- Visionary member, SAP University Alliances, October 2013.
- Outstanding internship advocate of the year, GVSU Career Services, 2013
- SAP Mentor, April 2012. <http://scn.sap.com/docs/DOC-23155>
- Nominated for the 2012 GVSU Distinguished Contributions to the Discipline Award
- SAP University Alliances 2011 Majdi Najm Outstanding Service Award, March 2011.
<http://bit.ly/2aoPKNK>
- Nominated for the 2012 GVSU Outstanding Academic Advising and Student Services Award
- Recognized for contributions to the Midwest Association for Information Systems (MWAIS), May 2010
- 2008 Indian Subcontinent Decision Sciences Institute (ISDSI) Best Paper Award – Runner-up.
- Recognized for serving as co-chair of the inaugural conference of the Midwest Association for Information Systems (MWAIS), May 2006.
- Invited to speak on ERP-related curriculum matters at various venues. 2004-present
- Business Research Scholar, Family Owned Business Institute, GVSU, 2002
- Research Grant, GVSU Research and Development Committee (with N. Levenburg), 2002
- Technology Challenge Award, Association for Information 1996.
<https://aisnet.org/?TechnologyAwards>
- Deans Contingency Fund Award, College of Business, BGSU, 1996.
- Nominated for the Annual Service Award, College of Business, BGSU, 1996.
- Good International Business Scholar Award, College of Business, BGSU, 1995
- Runner-up, MBA Association's outstanding graduate faculty award, BGSU 1992.
- Finalist, Robert A Patton Scholarly Achievement Award, College of Business, BGSU, 1991-92.
- Beta Gamma Sigma
- Alpha Iota Delta

RESEARCH

Areas of research interest

- Enterprise Resource Planning
- Integrated Business Processes

Textbooks and Chapters

1. Magal, S. R., Boykin, R., Prabhakar, B, and Goodrich, M., “*Business Process Configuration with SAP ERP*,” Epistemy Press, Dallas, forthcoming
2. Magal, S. R. and Word, J., “*Business Process Integration with SAP ERP*,” Epistemy Press, Dallas, 2013. This book has been translated into Arabic and is currently being translated into Spanish.
3. Magal, S. R. and Word, J., “*Integrated Business Processes with ERP Systems*,” 1st edition, New Jersey, Wiley, 2011
4. Magal, S. R. and Word, J., “*Integrated Business Processes with ERP Systems*,” 2nd preliminary edition, New Jersey, Wiley, 2010
5. Magal, S. R. and Word, J., “*Integrated Business Processes with ERP Systems*,” preliminary edition, New Jersey, Wiley, 2010
6. Levenburg, N. M, Gupta, V., and Magal, S. R., “*Managing Information Technology in the Retail Industry, in Knowledge Management and Intellectual Capital: Emerging Perspectives*,” Batra, S. and Carrillo, F. J, Eds., New Delhi, Allied Publishers, 2009.
7. Magal, S. R. and Word, J., “*Essentials of Business Processes and Information Systems*,” New Jersey, Wiley, 2009.

Publications

1. Snead Jr., K., Magal, S. R., Christensen, L., and Ndede-Amadi, A. A., “Attribution Theory: A Theoretical Framework for Understanding Information System Success,” *Journal of Systemic Practice and Action Research*, July, 2014.
2. Levenburg, N. L, Gupta, V., and Magal, S. R., " The Uptake of Electronic Commerce in the Retail Industry: Enhancing our Understanding," *Journal of Global Business and Technology*, Volume 7, Number 1, Spring 2011.
3. Magal, S. R., Kosalge, P., and Levenburg, N. L., “Using Importance Performance Analysis to Understand and Guide E-Business Decision-Making in SMEs,” *Journal of Enterprise Information Management*,” Volume 22, Number 1-2, 2009, pp. 137-151.
4. Magal, S. R. and Kosalge, P., “A Classification of e-business Applications: Preliminary Results,” *Journal of Information Technology Management*, Volume 18, Number 4, December, 2006, pp. 13-19.
5. Levenburg, N. L., Magal, S. R., Kosalge, P, “An exploratory investigation of organizational factors and e-business motivations among SMFOEs, *Electronic Markets*, Volume 16, Number 1, February, 2006. pp. 70-84.
6. Levenburg, N. M and Magal, S. R. “Applying Importance-Performance Analysis to Evaluate E-Business Strategies Among Small Firms,” *e-Services Journal*, Volume 3, Number 3, Summer 2005. pp. 29-48.
7. Cannon, D. M, Klein, H. A, Koste, L. L., and Magal, S. R., “Curriculum Integration Using ERP: An Integrative Case Approach,” *Journal of Education for Business*, Volume 80, Number 2, November/December 2004. pp. 93-101.

8. Magal, S.R., Feng, Ming, and Essex, P. A., "An Exploratory Study of Web-Based Electronic Commerce Applications," *Journal of Information Technology Theory and Application*, Volume 3, Number 5, 2001, pp. 1 – 24.
9. Essex, P., Magal, S. R., and Masteller, D. E., "Determinants of Information Center Success," *Journal of Management Information Systems*, Volume 15, Number 2, Fall 1998, pp.95-118.
10. Magal, S. R. and Lewis, C., "Determinants of Information Technology Success in Small Businesses," *Journal of Computer Information Systems*, Spring 1995.
11. Magal, S. R., "CSFs for ICs: A Comparison of Users' and IC Managers' Perspectives," *Journal of Computer Information Systems*, Volume 34, Number 2, Winter 1993-94, pp. 79-86.
12. Magal, S. R. and, Snead, K., "Role of Causal Attributions in Explaining the Link Between User Participation and IS Success," *Information Resources Management Journal*, Volume 6, Number 3, Summer 1993, pp. 1-13.
13. Rainer, Jr., R. K., Carr, H. H., and Magal, S. R., "Trends in Information Centers," *Information Resource Management Journal*, Volume 5, Number 3, Summer 1992, pp.5-14.
14. Magal, S. R. and Strouble, D. D., "A User's View of Critical Success Factors Applicable to Information Centers," *Information Resources Management Journal*, Volume 4, Number 2, Spring 1991, pp. 22-34.
15. Magal, S. R., "A Model for Evaluating Information Center Success," *Journal of Management Information Systems*, Volume 8, Number 1, Summer, 1991.
16. Magal, S. R., "The Evolution of Information Centers: A Stage Hypothesis," *Data Base*, Volume 20, Number 1, Spring 1989, pp. 39-46. (With H. Car and H. Watson)
17. Magal, S. R., Carr, H. H., and Watson, H. J., "Critical Success Factors for Information Center Managers," *MIS Quarterly*, Volume 12, Number 3, September 1988, pp. 413-425.
18. Magal, S. R. and Carr, H. H., "An Investigation of the Effects of Age, Size, and Hardware Option on the Critical Success Factors Applicable to Information Centers," *Journal of Management Information Systems*, Volume 4, Number 5, Spring 1988, pp. 60-76.
19. Watson, H. J., Boyd-Wilson, T. and Magal, S. R., "The Evaluation of Decision Support Systems Groups," *Information and Management*, Volume 12, Number 2, February, 1987, pp. 79-86.

Training Workshops

1. Magal, S. R., "Business Process Integration with SAP ERP," faculty training workshop for Project Propel (HBCU universities in the SAP University Alliances program), Dover, Delaware, January 3-6, 2017

2. Magal, S. R., "Business Process Integration with SAP ERP," faculty and student training workshop at the *Universidad de Peruana Ciencias Aplicadas*, Lima, Peru, August 8-11, 2016.
3. Magal, S. R., "SAP ERP Configuration using GBI," faculty training workshop at the *SAP University Alliances Summer Workshop*, Milwaukee, Wisconsin, July 18-21, 2016.
4. Magal, S. R., "Business Process Integration with SAP ERP," faculty and student training workshop at the *Universidad de Peruana Ciencias Aplicadas*, Lima, Peru, January 6, 2016.
5. Magal, S. R., "ERPsim manufacturing game training," faculty training at the Seidman College of Business, Grand Valley State University, Grand Rapids, Michigan, September 8, 2015
6. Magal, S. R., "ERPsim level 1 training," faculty training at the Seidman College of Business, Grand Valley State University, Grand Rapids, Michigan, July 8, 10, and 20, 2015.
7. Magal, S. R., "SAP ERP Configuration using GBI," faculty training workshop at the *SAP University Alliances Summer Workshop*, Chico, California, June 8-11, 2015.
8. Magal, S. R., "Faculty Institute," faculty training workshop at *Queensborough Community College*, Queensborough, New York, June 1-4, 2015.
9. Magal, S. R. and Wilder, T., "SAP ERP Configuration using GBI," faculty training workshop at the *SAP University Alliances Academic Conference 2012 Americas Region*, Milwaukee, Wisconsin, February 21-23, 2013
10. Magal, S. R., "SAP ERP Configuration using GBI," faculty training workshop at the *SAP University Alliances Winter Workshop*, Huntsville, Texas, January 3-6, 2013
11. Magal, S. R., "SAP ERP Configuration using GBI," faculty workshop at the *SAP University Alliances Academic Conference 2012 Asia Pacific Region*, Hong Kong, China, July 3-7, 2012
12. Magal, S. R. and Wilder, T., "SAP ERP Configuration using GBI," workshop at the *SAP University Alliances Academic Conference 2012 Americas Region*, San Antonio, Texas, March 22-24, 2012
13. "Intro to University Alliances and SAP ERP", SAP University Alliances 2012 Summer Workshops, June 4-7, 2012, Chico, California

Conference Presentations and Proceedings

1. Jones, N. and Magal, S. "Digital Transformation Info Session: Demonstrations of emerging technologies," *SAP University Alliances Summer Workshop*, Milwaukee, Wisconsin, July 18-21, 2016.
2. Magal, S. R., "Journey to Innovation: How Design Enhances Learning with GBI," keynote presentation at the *19th SAP University Alliances Academic Conference*, San Diego, CA, February 16-18, 2016.

3. Jones, N., Kale, N, and Magal, S. R, “Faculty Spotlight: SAP Next-Gen Consulting in Action,” keynote presentation at the *19th SAP University Alliances Academic Conference*, San Diego, CA, February 16-18, 2016.
4. Magal, S. R, “Recruit and Grow Talent vis SAP University Alliances,” presentation at the *Best Practices in Automotive Conference*, Detroit, Michigan, October 12-14, 2015.
5. Magal, S. R, "SAP UA: Building Future Talent for the Digital Enterprise," Expert Networking Session, *SAP Tech Ed*, Las Vegas, NV, October 19-23, 2015
6. Magal, S. R., “SAP ERP Configuration,” breakout session at the *SAP Academic Conference Americas 2014*, Milwaukee, Wisconsin, March 29, 2014
7. Hawking, P. and Magal, S. R., “SAP Mentors and the University Alliances Program,” presented at the *SAP University Alliances Academic Conference 2012 Asia Pacific Region*, Hong Kong, China, July 3-7, 2012
8. Magal, S. R. and Siegling, A., “GBI Curricula on Applications,” presented at the *SAP University Alliances Academic Conference 2012 Asia Pacific Region*, Hong Kong, China , July 3-7, 2012
9. Magal, S. R. and Monk, E. F., “Building Texts around Curriculum,” presented at the *SAP University Alliances Academic Conference 2012 Americas Region*, San Antonio, Texas, March 22-24, 2012
10. Magal, S. R. and Wilder, T., “Innovate Your Courses: ERP Core,” presented at the *SAP University Alliances Academic Conference 2012 Americas Region*, San Antonio, Texas, March 22-24, 2012
11. Magal, S. R., “Innovations in B-School Education: The Seidman ERP Program,” SAP Users Group Meeting, East Lansing, MI, June 24, 2011
12. Magal, S. R. “GBI 2.0 Curriculum Status and Future Development, “ presented at the *SAP University Alliances Academic Conference*, New Delhi, India, July 16-17, 2010
13. Magal, S. R. and Weidner, S., “SAP Business Process Introduction, “ presented at the *SAP Curriculum Congress 2010*, San Diego, CA., March 19-20, 2010.
14. Magal, S. R. and Weidner, S., “GBI 2.0 Curriculum Status and Future Development,“ presented at the *SAP Curriculum Congress 2010*, San Diego, CA., March 19-20, 2010.
15. Levenburg, N. L., Gupta, V., and Magal, S. R., “Managing Information Technology in the Retail Industry: Perspectives from the U.S., U.K., and India,” proceedings of the *International Conference on Knowledge Management and Intellectual Capital (ICKMIC 2009)*, Ghaziabad, India, February 26-27, 2009.
16. Magal, S. R., “An Innovative Approach to b-School Curriculum Integration,” proceedings of the *Indian Subcontinent Decision Sciences Institute Region (ISDSI) 2009*, Bombay, India. January 2-4, 2009..

17. Magal, S. R., Kosalge, P., and Levenburg, N. L., "Towards a Stage Model for E-Business Adoption among SMEs: Preliminary Results for Manufacturing and Service Firms," proceedings of the 14th Americas Conference on Information Systems, Toronto, Canada, August 14-16, 2008.
18. Levenburg, N. L., Magal, S. R., Kosalge, P., "An Examination of E-Business Adoption among SMEs Serving Consumer versus Industrial Markets," proceedings of the *Midwest Association for Information Systems 2008 Conference*, Eau Claire, Wisconsin, May 23-24, 2008..
19. Magal, S. R., Kosalge, P. and Levenburg, N., "Towards a Stage Model for E-Business Adoption among SMEs: Preliminary Results", proceedings of the *Indian Subcontinent Decision Sciences Institute Region (ISDSI) 2008*, Ghaziabad, India. January 2-4, 2008. Received award for second best paper.
20. Magal, S. R., Kosalge, P. and Levenburg, N., "Relationship Between Importance and Performance of E-Business Motivations among SMEs," proceedings of the *13th Americas Conference on Information Systems (AMCIS 2007)*, Keystone, Colorado, August, 9-12, 2007
21. Klein, H. A., Levenburg, N. L., Magal, S. R., "B2B vs. B2C: A Comparison of e-Business Strategies among SMEs," proceedings of the *12th. Americas Conference on Information Systems (AMCIS 2006)*, Acapulco, Mexico, August 4-6, 2006.
22. Magal, S. R. and Kosalge, P., "A Classification of e-business Applications: Preliminary Results," proceedings of the *12th. Americas Conference on Information Systems (AMCIS 2006)*, Acapulco, Mexico, August 4-6, 2006.
23. Kosalge, P., Magal, S. R., Levenburg, N. L., "SMFOEs and e-Business: What Drives Them Online?" presented at the *2006 Family Enterprise Research Conference*, April 28-30, 2006.
24. Magal, S. R., and Cannon D., "Super Skateboard Builders, Inc.: Curriculum Integration Using the ERP Concept," presented at the *Annual SAP Curriculum Congress*, March 3-5, 2006 Dallas, Texas.
25. Levenburg, N. L. and Magal, S. R., "Small Family Firms and e-Business: An Exploratory Study," presented at *Family Enterprise Research Conference*, Austin Family Business Program, Oregon State University, Portland, Oregon, May 21-22, 2005.
26. Magal, S. R., Koste, L., and Cannon D., "Super Skateboard Builders, Inc.: Curriculum Integration Using the ERP Concept," presented at the *Annual SAP Curriculum Congress*, March 5-7, 2005 Atlanta, Georgia.
27. Levenburg, N. L. and Magal, S. R. "Using Importance-Performance Analysis to Evaluate E-Business Strategies among Small Businesses, proceedings of *38th Annual Hawaii International Conference on System Sciences (CD/ROM)*, [January 2005], Computer Society Press, [2005]. Pp. 176.
28. Levenburg, N. L., and Magal, S. R., "Motivations for Engaging in E-Business Activities," *Proceedings of the 10th Americas Conference on Information Systems*, New York, NY, August 5-8, 2004.

29. Levenburg, N.L., Schwarz, T.V., Magal, S.R., A Framework For Evaluating E-Business Applications For Family-Owned Businesses,” presented at the *United States Association for Small Business and Entrepreneurship (USASBE) 2003 conference*, January 23-26, 2003.
30. Magal, S. R and Mirchandani, D., “Validation of the Technology Acceptance Model for Internet Tools,” *proceedings of the Seventh Americas Conference on Information Systems*, August, 2001, Boston, MA. pp. 496-501.
31. Reid, R., and Magal, S. R., “Internet Browser configuration for Presentations,” *Proceedings of the Americas Conference on Information Systems*, August 1998, Baltimore, Maryland.
32. Magal, S. R., and Raghunathan, M. “Have the Transformational Information Technologies Really Transformed the Academia?,” *Proceedings of the Americas Conference on Information Systems*, August 1998, Baltimore, Maryland
33. Magal, S. R., Ives, B., and Mandviwala, M., “Challenges in Designing a Virtual Volunteer Organization: The Case of ISWorld Net.” *Proceedings of the Americas Conference on Information Systems*, August 1997, Indianapolis, Indiana, pp. 393-395.
34. Magal, S. R. “Establishing a Web Presence: An Introduction to HTML,” Presented at the *Conference of the Association of Information Systems*, Phoenix, AZ, Aug. 1996.
35. Magal, S. R. and Reid, R., "An Introduction to the World Wide Web," presented at the *Conference of the Association for Information Systems*, Pittsburgh, Pennsylvania, August 1995.
36. Ives, B., Magal, S. R., Mooney, J., Watson, R., and Widmer, G. "An Introduction to the World Wide Web and ISWorld Net," presented at the *International Conference on Information Systems*, Vancouver, Canada, December 16, 1994.
37. Watson, H. J, Blanton, J., Carr, H., Magal, S. R., Nelson, R. R., Cheney, P., and Snyder, C. "The Future Operational Environment," *Proceedings of the Third Information Science and Technology Assessment for Research (ISTAR) Conference*, Leesberg, Virginia, April 13-15, 1987 (sponsored by the Department of Army). (Invited).
38. Chrisman, J., Hofer, C., Boulton, W. and Magal, S. R. "New Tools for Improved Strategic Decision Making: A Synergistic Approach to Sensitivity, Elasticity, and Variability Analysis," *Proceedings of the 23rd. annual meeting of the Southern Management Association*, November, 1985.

Non-refereed publications

1. Levenburg, N.L. and Magal, S.R., “Getting Wired! Family Owned Businesses and the Internet,” *Fobi News*, newsletter of the Family Owned Business Institute, Grand Valley State University, Volume 1, Number 2, Fall 2002, pp. 3.
2. Magal, S. R., Invited Commentary on “Developing consumer driven services in university-based family business programs by Michelle Demos,” *Family Business Review*, Volume 15, Number 2, June 2002, pp. 130-132.

Conference Panels

1. "Teaching with ERP systems," *SAP University Alliances Academic Conference*, New Delhi, India, June 16-17, 2010 (With Ramesh Behl, and Aradhna Gandhi, Robert LoBue, Crispian Tan).
2. "Technology Education in the Global Business Environment: Desired skill-set of graduating students and implications for curriculum," *Midwest Association for Information Systems 2008 Conference*, Eau Claire, Wisconsin, May 23-24, 2008 (With Bob Cleary, John Dean, Rassule Hadidi, Ronald McNeil, and George Royce).
3. "Use of Tablet PCs in the Classroom," *GVSU Teaching and Learning with Technology Symposium*, March 14, 2008, Grand Rapids, Michigan. (with Jayne Dissette).
4. "Educating in a Networked World: Tools, Processes and Critical Issues." *Americas Conference on Information Systems, Indianapolis*, Indiana. August 1997. (With Brian Dos-Santos, Ajit Kambil, and Munir Mandviwala.)
5. "Electronic Commerce: Pushing Technology, Or Simply Good Business?" *5th European Conference on Information Systems (ECIS '97)*, Cork, Ireland, June 19-21, 1997. (With John G. Mooney, Cynthia Beath and Sirkka Jarvenpaa).
6. "Electronic Commerce: Fad or Fashion?" *The Eastern Academy of Management*, Dublin, Ireland, June 15-19, 1997. (With John G. Mooney, Cynthia Beath, Sirkka Jarvenpaa and Seamus Kelly).
7. "Conference of the Future." *Conference of the Association of Information Systems*, Phoenix, AZ, August 1996. (With Jim Courtney, Paul Gray, Munir Mandviwala and Dennis Viehland).

Other Presentations and Panels

1. "Analytics with SAP® Business Objects Cloud," presentation with hands-on activity to visiting faculty and students from the Universidad del Bío Bío, October 18, 2016. (with Tom McGinnis)
2. "Business Processes, Enterprise Systems, and Business Intelligence" presentation to faculty and students at the Universidad del Bío Bío. Multiple presentations during September and October, 2014, Chillan, Chile.
- 3.
4. "Teaching with SAP ERP," workshop for faculty and students at the Universidad del Bío Bío, November, 2013, Chillan, Chile.
5. "Business Processes and Enterprise Systems," presentation to faculty and students at the Universidad del Bío Bío. Multiple presentations during October and November, 2013, Chillan, Chile.
6. "What disruptive technologies should you be concerned about?" (With Richard Host, Manik Saha, Paul Hawking, and Graham Robinson) panel discussion at the 2013 SAUG National Summit, September 12, 2013, Sydney, Australia.

7. "Teaching with GBI 2.0," Presented at Presented at ICFAI Business School (IBS), Hyderabad, India, May 7, 2012
8. "Teaching with GBI 2.0," Presented at The Institute of Management Technology (IMT), Hyderabad, India, May 7, 2012
9. "Teaching with GBI 2.0," Presented at the Symbiosis Center for Information Technology Pune, India, May 2, 2012
10. "Innovations in B-School Education: The Seidman ERP Program," at the SAP Users Group Michigan Chapter Meeting, June 24, 2011, East Lansing, Michigan
11. "Global Bike Incorporated (GBI) 2.0: Advanced Processes, SAP University Alliances 2011 Summer Workshops, June 6-9, 2011, Montreal Canada
12. "Business Processes and Information Systems: Teaching From A Process Perspective", at the Birmingham City University, May 31, 2011, Birmingham, England
13. "Business Processes and ERP Systems", at University College London, June 1-2, 2011, London, England.
14. Global Bicycles, Incorporated: Advanced Business Processes, presentation to faculty, June 22, 2010, SAP Asia, Singapore.
15. "Innovations in B-School Education at GVSU," at the Fourth Friday Forum of The Right Place Inc.'s West Michigan Technology Council, September 26, 2008, Grand Rapids, Michigan
16. Executive Board Roundtable discussion on Economist Intelligence Unit (EIU) study, "Talent Wars: The Struggle for Tomorrow's Workforce.", Sapphire 2008, May 4-7, 2008, Orlando, Florida. http://www.sap.com/community/events/2008_05_SAPPHIRE_US/pressroundtable.epx
17. "Beyond First Life: e-Learning in Second Life." Moderated a panel on the use of Second Life in education. Alpine Executive Center meeting support isle, Second Life, November 17, 2007.
18. "The Seidman ERP Curriculum initiative," presented to the faculty of the College of Business, Bowling Green State University, December 1, 2005. Bowling Green, Ohio.
19. "The ERP initiative at SCB, GVSU," presented to the faculty of the College of Business, Central Michigan University, April 22 2005. Central Michigan University. With Lori Koste.
20. "The ERP initiative at SCB, GVSU," presented at the Michigan SAP forum. November 12, 2004. Eastern Michigan University, Ypsilanti, MI. With David Cannon and Glenn Growe.
21. "SAP hands-on demo," Brown bag lunch presentation to SCB faculty. October 29, 2004. With David Cannon and Lori Koste.
22. "SCB ERP Initiative," Brown bag lunch presentation to SCB Faculty. October 13, 2004.

23. Virtual Teaching: The Myths and Realities of Teaching without a Classroom,” GVSU FTLC 2001 Winter Teaching Conference Workshop. With Mark Schaub and Pat Lipetzky.
24. “The Analysis and Design of Electronic Commerce Applications,” presented to the Electronic Commerce class of the MBA Program, University of Louisville, Kentucky, via Internet-based video conferencing, April 16, 1997.
25. “Internet Applications in Agriculture,” a seminar presented to the Master of Science Programme, Michael Smurfit Graduate School of Business, University College Dublin, Ireland, May 17 and 24, 1996.
26. “Electronic Commerce: Virtual Organizations and Marketplaces, ” a seminar presented to the Master of Business Studies Programme, Michael Smurfit Graduate School of Business, University College Dublin, Ireland, March 6 and 13, 1996.
27. “Establishing a Web presence, ” a seminar presented under the MIS Department Seminar Series, University College Dublin, Ireland, March 1996.
28. “Electronic Commerce: Virtual Organizations and Marketplaces, ” presented to the DBA program, Graduate School of Business, University College Dublin, Ireland, March 6 and 13, 1996.
29. “An Introduction to the World Wide Web, ” University College Dublin MIS Department Seminar Series, Dublin, Ireland, February 23 and March 1, 1996.

TEACHING AND CURRICULUM

Areas of teaching interests

- Enterprise Resource Planning (using SAP)
- Management Information Systems
- Electronic Commerce

Program and Curriculum Development (participated in the following)

- **Global curriculum development (2000 – present)**
 - **Analytics using SAP Business Objects Cloud (2016-)**
 - I am part of a team of faculty developing curriculum based on SAP’s latest analytics offering and HEC Montreal’s ERPsim simulation game. This initiative is supported by SAP’s CEO’s office. The resulting curriculum will be incorporated in analytics courses at universities in SAP’s University alliances program.
 - **Business process integration teaching platform: GBI on S/4 HANA (2016-)**
 - The GBI system is currently being modified to be implemented in SAP’s next generation system, *S/4 HANA*. I am participating in this as a member of the GBI core team
 - **Application design using SAP BUILD (2015-16)**
 - Developed new curriculum based on SAP’s application design software, BUILD. SAP BUILD is a design tool that allows non-technical people to

design applications using design thinking. Prof. Knoll enhanced this material and has incorporated it into MGT 371.

- **Business process integration teaching platform: GBI 3.0 (2015 – present)**
 - GBI was significantly updated to reflect current best practices and methods. I participated in this as a member of the GBI core team.
- **Business process integration teaching platform: GBI 2.0 (2009 – 2015)**
 - I am on the *GBI core team* (with Jeff Word and Stefan Weidner) which oversees the development of **Global Bike, Inc. (GBI)**, a detailed case about a hypothetical manufacturing company. GBI's key processes are implemented in SAP ERP. This system is used as a teaching platform in over 1000 universities around the world.
 - 2009: I was instrumental in the initial development of the case and the system implementation.
 - 2009 – present: Developed and continue to update teaching materials related to business process integration and configuration.
- **GVSU curriculum development (2000 – present)**
 - Participating in the Seidman MBA implementation committee 2009-2010
 - Developed new MBA course “Enterprise Information Systems” (Winter 2010)
 - Developed new MBA course “Organizational Processes and MIS” (Fall 2005)
 - Developed two new undergraduate courses in e-commerce (2002)
 - Revision of the Undergraduate MIS major 2003-04.
 - MBA program revision, 2003-04.
 - Revision of the Undergraduate OIS (MIS) major 2001
 - Development of the E-Commerce Certificate program in Marketing (2000)
- **BGSU curriculum development (1987 – 1999)**
 - Development of a graduate certificate program and an undergraduate minor in electronic commerce.
 - Revision of the MIS specialization in the MBA program.
 - Revision of the MIS concentration in BSBA degree.
 - Minor in MIS.
 - New courses in Electronic Commerce, Decision support systems/Expert systems and End-user computing.

PROFESSIONAL ACTIVITIES

- Program committee, Midwest AIS 2017 conference, May 18-19, 2017, Springfield, Illinois.
- Track co-chair, 2017 Midwest DSI conference, April 7-8, 2017, Grand Rapids, MI.
- Senior Editor, Journal of the Midwest Association for Information Systems (JMWAIS) (January 2014 – present)
- Market Leader, Michigan Chapter of the Americas SAP Users Group (ASUG) (2013-present)
- President, Midwest Association for Information Systems (2008-2009)
- Editor-in-chief, AIS World Net www.AISWorld.org/ (2004-2008)
- Member, Association for Information Systems (AIS) Technology Committee. This committee advises the AIS on all technology related matters.
- Editorial Board, *International Journal of Electronic Commerce* <www.gvsu.edu/business/ijec/>
- Web site editor, *International Journal of Electronic Commerce* www.gvsu.edu/business/ijec/ (1996-2011)
- Editorial Board, *International Journal of Information Technology Education*.

- Conference co-chair for the Inaugural conference of the Midwest Association for Information Systems held in Grand Rapids, Michigan, May 5-6, 2006.
- Editorial Board, e-Services Journal <http://www.e-sj.org/> (2000 – 2002)
- Reviewer for journals and conferences on an ad hoc basis

(Revised: February, 2017)