

# FACULTY BIOGRAPHIES

**Rohit Aggarwal, Assistant Professor (IS), [rohit.aggarwal@business.utah.edu](mailto:rohit.aggarwal@business.utah.edu)**

Rohit Aggarwal's current research interests center on the opportunities and challenges that User Generated Content (UGC) brings to businesses. Professor Aggarwal investigates the underlying processes and conditions that alter the influence level of UGC on business outcomes. His research helps firms and institutional investors to better understand and utilize UGC. Professor Aggarwal is also interested in online reputation mechanism designs that shape the generation and utilization of UGC. His work is forthcoming in *Information Systems Research*.

Professor Aggarwal's academic background includes: BE, Dept. of Chemical Eng. & Tech., Panjab University, Chandigarh; MBA, Marketing, Management Development Institute, Gurgaon; and PhD, Operations and Management Information Systems, University of Connecticut, Storrs. His honors and distinctions include a Doctoral Dissertation Fellowship Award, University of Connecticut, Storrs; a project entitled "Essays on Electronic Word-of-Mouth (eWOM): Effect on Firms and Influence on Venture Capitalists' Investment Decisions;" and media exposure with Blogonomics: The Upside of Transparency, Condé Nast Portfolio.com.

**Krishnan Anand, Associate Professor (OIS), David Eccles Scholar, [k.anand@business.utah.edu](mailto:k.anand@business.utah.edu)**

Prior to joining the Eccles faculty, Professor Anand was a faculty member at the Wharton School, University of Pennsylvania, and the Kellogg Graduate School of Management, Northwestern University. Professor Anand received a B.Tech in *Computer Science* from the Indian Institute of Technology, Madras; an M.S. in *Management Science* from the Simon School of Business Administration, University of Rochester; and his Ph.D. from the Stanford Graduate School of Business, Stanford University, with a concentration in Operations and Information Management.

Professor Anand's research spans the areas of operations and supply chain management as well as the economics of information systems, and the interface of these two disciplines. His specific interests are in the interplay of inventories, information and incentives in supply chains, and in supply chain design and management informed by these considerations. He also has ongoing research on strategic issues in e-supply chains, e-procurement, business process outsourcing and information systems design.

Professor Anand has consulted with a variety of firms in the high-tech sector and served on the advisory boards of a number of high-tech startups. Prior to his academic career, Professor Anand worked in the high-tech arena in a variety of positions. He was the co-founder and director of Juggernaut Systems Consultants, a consultancy firm specializing in turnkey software projects, executive training programs, and state-of-the-art systems software.

**Michelle Ashton, Associate Instructor (IS)**

Professor Ashton received a BS in Behavioral Science and Health, a BA in Film Studies and a Master's degree in Information Systems from the University of Utah.

Professor Ashton is currently working at Utah Education Network as a Data Warehouse Specialist developing a statewide longitudinal data system for the state of Utah. She is also an adjunct instructor within the OIS department at the David Eccles School of Business. Prior to

that, she worked on systems and web applications for KUED Public Television, the Episcopal Diocese of Utah, The University of Utah College of Pharmacy, and Artisan Composites.

Professor Ashton's research areas of interest are in data mining, algorithm optimization, bio-medical, risk management and geographic information systems. She is currently on the research committee for the Utah Data Alliance.

**Brady Bloxham, Associate Instructor (IS)**

Professor Bloxham teaches Telecommunications and Computer Security. He received a BS in Information Systems from the Marriott School of Business at Brigham Young University and a Masters of Business Administration (MBA) in Information Assurance from Idaho State University. Professor Bloxham has worked for KPMG LLP, the 315th Network Warfare Squadron as a civilian in the United States Air Force, the National Security Agency, and Raytheon. He has also managed several personal businesses providing advanced penetration testing and information security consulting services. Professor Bloxham stays current in the information security field by presenting at various conferences, building custom offensive security tools, and maintaining the pwnOS project.

**J. Michael Boyle, Associate Instructor (IS)**

Professor Boyle received a Bachelor of Mathematics from the University of Waterloo and a Master of Science from the DePaul University's School of Computer Science, Telecommunications and Information Systems.

Professor Boyle is cofounder of The Sports Analytics Institute (SAI), an organization that performs research and provides analytics consulting and services to a number of National Hockey League (NHL) teams. Some of his organization's efforts have been highlighted in The Globe and Mail, The New York Times and The Edmonton Journal. Within the context of sports analytics, his main areas of interest are data visualization, machine learning and data warehousing.

**Xiao Fang, Assistant Professor (IS), [xiao.fang@business.utah.edu](mailto:xiao.fang@business.utah.edu)**

Professor Fang received his Ph.D. in Management Information Systems from the University of Arizona. His current research interests are in the areas of business intelligence, data mining, and social network computing. He has published in such journals as *ACM Transactions on Information Systems*, *ACM Transactions on Internet Technology*, *Communications of the ACM*, *INFORMS Journal on Computing*, *Journal of Management Information Systems*, and *Journal of the American Society for Information Science and Technology*. Professor Fang teaches courses in information systems, systems analysis, database theory & design. His research interests include business intelligence, web mining, clickstream mining, data mining, and knowledge management.

**Mike George, Associate Instructor (IS)**

Professor George is a seasoned software developer and security professional, with experience in software and security development methodologies and ethical hacking techniques. He currently leads the software development, quality assurance, and technical

operations teams at Krames StayWell, the leading provider of health education content and solutions in the United States.

Professor George's certifications include Microsoft Certified Professional Developer (MCPD): Web Developer 4, Certified Ethical Hacker (CEH), and Certified Information Systems Security Professional (CISSP). Mike has taught technology and mathematical courses in both academic and professional environments. He holds a Master of Science degree in Statistics from Brigham Young University.

**David Glod, Associate Professor (IS, Accounting), [david.glod@business.utah.edu](mailto:david.glod@business.utah.edu)**

David Glod's areas of expertise include IT risks and controls, IT security, and IT forensics. He developed and teaches the IT Risk & Controls course ACCTG 6520. In addition to teaching, Professor Glod has extensive experience with information systems auditing and development. He earned his both his Master's of Accountancy and Bachelor's of Science in Accountancy from the Marriott School of Management, Brigham Young University. Professor Glod is also the recipient of the student nominated award, Most Influential Instructor for the Masters of Science in Information Systems.

**Manu Goyal, Assistant Professor (OIS), [manu.goyal@business.utah.edu](mailto:manu.goyal@business.utah.edu)**

Professor Goyal's research focuses on information flows in supply chains, information leakage, innovation and flexibility. He teaches courses in supply chain management, operations management and spreadsheet modeling. Prior to joining the David Eccles School of Business, Professor Goyal was a faculty member at the Robert H. Smith School of Business, University of Maryland. Professor Goyal earned his Doctoral Degree in Operations and Information Management from the Wharton School, University of Pennsylvania.

Professor Goyal has received a number of honors and awards including the Meritorious Service Award from Manufacturing and Service Operations Management in 2006, 2008 and 2009; the Top 15% Teaching Award from the Robert H. Smith School of Business; the Graduate Research Board Summer Award from the University of Maryland; and the Outstanding Scholar Award from the Department of Operations and Information Management of The Wharton School.

**Dave Graehl, Associate Instructor (IS)**

Professor Graehl has over 25 years' experience in process improvement and system optimization using Industrial Engineering and Operations Research methodologies. He is an expert in discrete event simulation modeling and has pioneered simulation modeling techniques in the material handling industry. He is currently developing simulation modeling techniques for use in Quality by Design research applications.

Professor Graehl is a process improvement consultant with Altek Simulations, Inc. He is an ASQ certified Six Sigma Black Belt. He received a BA degree in Mathematics and an MS degree in Industrial Engineering, both from the University of Utah.

***Brent Hansen, Associate Instructor (IS)***

Professor Hansen works full time as a Sr. Program Manager for a large non-profit organization. His degrees include BA Management, BS Marketing, BS Business Administration and MBA degrees from the University of Phoenix in Salt Lake City. Professor Hansen received his Doctorate of Business Administration in International Business degree from Argosy University in Orange, California. He has taught graduate level courses in project management, operations management, modeling and business. He serves on the Board of Directors for the American Society for the Advancement of Project Management (ASAPM). His research interests are mainly in the areas of project management and process improvement.

***Sam Hart, Associate Instructor (IS)***

Professor Hart received his BS and MS degrees in Information Systems from the University of Utah's David Eccles School of Business. He teaches IS 4415/IS 6615, Data Structures and Java. Professor Hart is currently a Senior Technical Consultant for AtTask, Inc.

***Jeff Hassett, Associate Instructor (IS)***

Professor Hassett has been a member of the IT industry for over 20 years working in the fields of networking, security, development, database administration, data analysis and technology implementations. During his career, Professor Hassett has completed large-scale technology implementations for industry leaders such as Walt Disney World, United Airlines, Lockheed Martin and Square D Electronics.

Professor Hassett received both his BS (1993) and MBA (1996) degrees from the University of Utah's David Eccles School of Business. He also holds industry certifications including the Certified Information Systems Security Professional (CISSP).

In addition to his industry experience, Professor Hassett also taught as a full-time lecturer for the University of Utah for 8 years and was the recipient of the Marvin J. Ashton Undergraduate Teaching Award in 2009. He has rejoined the DESB Faculty as an Adjunct Professor.

Currently Professor Hassett works as a Senior Data Analyst for the University of Utah's financial systems, working with Peoplesoft and Oracle platforms.

***Paul Hu, Professor (IS), David Eccles Faculty Fellow, [actph@business.utah.edu](mailto:actph@business.utah.edu)***

Paul Hu teaches courses in the areas of fundamentals in management information systems, database theory and design, E-business, and knowledge management. Professor Hu's research interests include information technology applications and management in health care, digital government, electronic commerce, knowledge management, human-computer interaction, and innovation management.

Professionally Professor Hu has earned various distinctions and awards including the National Center of Excellence for Infectious Disease Informatics Award; a Learning Outcome and Satisfaction Assessments from the Hong Kong Research Grants Council in the area of e-learning; the Best Paper Award, Information Systems in Health Care Track; the Taiwan and University of Arizona Exchange Scholarship; a Diffusion of Digital Certificate Technology in

Businesses from the Hong Kong Research Grants Council; appointed Delegation Member of the Taiwan R.O.C.; and designated a George S. Eccles Emerging Scholar at the University of Utah.

***Joel Huntington, Associate Instructor (IS)***

Professor Huntington is a multi-faceted executive with 15 years of experience in leading enterprise project, quality, and change initiatives. During his 10 year career at GE Capital, Mr. Huntington led several large domestic and global transformation programs, including:

- Program leader of transformation of processes in 9 local countries into a centralized regional framework in Western Europe
- Leader of the Project Management Office (PMO) for GE Switzerland, supporting a portfolio of \$6B in assets and representing \$80MM net income
- Leader of transformation program to migrate over 2MM accounts to cutting-edge processing platform. Accounts represent more than \$10B in annual credit card volume
- Leader for conversion project of European commercial portfolio onto new platform.

Professor Huntington has a Master of Science in Project Management from George Washington University, Washington DC. He is a certified Lean Six Sigma Quality Master Black Belt and Black Belt, as well as a certified Project Management Professional (PMP). His areas of expertise include: project portfolio management, quality management using LEAN Six Sigma, and organizational project management.

***Tariq Mughal, Assistant Professor (OIS), [mgttm@business.utah.edu](mailto:mgttm@business.utah.edu)***

Tariq Mughal comes to DESB with fifteen years of experience as a consultant in the aerospace industry. Professor Mughal has expertise in the areas of engineering analysis, project management, business development, finance, and program management.

Professor Mughal holds master's degrees in Mechanical Engineering and Business Administration from the University of Utah. His undergraduate degree, also from the University of Utah, is in Mathematics with an emphasis in Statistics. Professor Mughal has also served as Director of the MStat program and as the chair of the University Statistics Committee.

Professor Mughal's teaching interests include business statistics and decision sciences. In addition to teaching courses in statistics, Professor Mughal manages the undergraduate Statistics Program and the baccalaureate program in Operations Management. His research interests include finding better ways to deliver information to students to maximize retention. Professor Mughal works with other research faculty to identify and develop business cases suited for statistical analysis for use in undergraduate courses. Professor Mughal is a fluent speaker of English, German, Hindi, and Urdu.

***Dave Norwood, Associate Instructor (IS)***

Professor Norwood earned his Bachelor's Degree in Management Information Systems from the University of Wisconsin and his MBA from the David Eccles School of Business – University of Utah. His professional career includes extensive management, entrepreneurial, and IS experience. Professor Norwood is founder and President of Trusted Network Solution. TNS provides high-end computer network equipment and services to small and medium

businesses. Other positions Professor Norwood has held include Assistant Store Manager and Buyer for the largest grocery store in Wisconsin; systems engineer for Northwest Mutual; and Technical Account Executive for a local start up.

Professor Norwood earned multiple technical certifications while working as a systems engineer. He has earned his Microsoft® Certified Systems Engineer (MCSE®), Certified NetWare® Engineer (CNE®), Cisco® Certified Network Associate (CCNA®), Juniper Networks® Certified Internet Associate (JNCIA®), and other industry certifications.

Professor Norwood interfaces with the community through membership with the Utah Technology Council, University of Utah Business and Technology Roundtable, and teaches Advanced Data Communications at Weber State University and Networking and Servers at the University of Utah.

***Vandana Ramachandran, Assistant Professor (IS), [vandana@business.utah.edu](mailto:vandana@business.utah.edu)***

Vandana Ramachandran received her Ph.D. in Information Systems from the Robert H Smith School of Business, University of Maryland, College Park, and her bachelor's degree in Computer Science and Engineering and Masters in Information System from the University of Arkansas, Fayetteville.

Professor Ramachandran's teaching interests include information systems, systems analysis, database design, security, data structures and algorithms. She is also actively involved in master's and undergraduate honors thesis projects. Her research interests lie in the domain of information systems economics – specifically the impacts of information asymmetry and frictions in electronic markets, and the new and emerging crowd-based electronic markets. Her recent research has examined the efficiency of alternate online sponsored search mechanisms, modeling of clickstream data to glean insights about customer purchase behaviors, and how the availability of decentralized information, labor (crowdsourcing) and capital (crowdfunding) in online channels transform the dynamics among buyers and sellers in related markets.

Professor Ramachandran's work has been published in leading peer-reviewed journals including *Information Systems Research* and *Journal of Management Information Systems*, and has been presented at several peer-reviewed conferences including ICIS, WISE, CIST, IIOC, AOM, Marketing Science, ACM and others. She is also the recipient of research grants from the Net Institute, the Stempler Award for Research on family owned/controlled businesses, and the Dean's Fellowship for Summer Research.

***Glen Schmidt, Associate Professor (OIS), [glen.schmidt@business.utah.edu](mailto:glen.schmidt@business.utah.edu)***

Professor Schmidt's research interests include product innovation, new product development, and supply chain management. He has worked inside and/or studied firms in various industries including high-tech, heavy equipment, automotive, and oil. Both his research and teaching materials have been recognized for their excellence by the Institute for Operations Research and the Management Sciences (INFORMS). Professor Schmidt was awarded a PhD in Operations, Information and Technology from Stanford University, a MS Engineering degree from Kansas State University, and a BA in Mathematics, Natural Sciences from Bethel College.

Professor Schmidt's honors and awards include Brady Superior Teaching Award, David Eccles School of Business; Doctoral Faculty Teaching Excellence Award, DESB; President, College of Product Innovation and Technology Management, POM; Service award (Editor of POMS Chronicle), Production and Operations Management Society, 2008; Jaedicke Fellowship, Stanford Business School.

***Brandy Skylling, Associate Instructor***

Professor Skylling is a project management professional with 19 years' work experience in various industries including construction, financial services, and software. She has a BS from the College on Engineering at California State University, Chico and an MBA from the University of Utah. She has been certified as a Project Management Professional (PMP) by the Project Management Institute since 2005. She worked for American Express as a Six Sigma black belt. Professor Skylling has spent the last 8 years in the software industry where "projects are the operations" implementing project management, program management, and portfolio management. Recently she started working for Western Governors University for the Office of the Provost implementing a university wide portfolio management system.

***Jon Soldan, Associate Instructor (IS), [Jon.Soldan@business.utah.edu](mailto:Jon.Soldan@business.utah.edu)***

Jon Soldan is an associate instructor and the former Director of the Master of Science in Information Systems (MSIS) program at the David Eccles School of Business. He currently is the manager of a project management office for also works as a trainer/consultant for the Professional Education department at the University of Utah.

Prior to joining the University of Utah, Professor Soldan spent several years in the IT industry and had the privilege to work on multiple projects spanning various IT disciplines. He is grateful to have worked with many of the best people in the industry to build world class teams excelling in external/internal customer satisfaction.

His areas of focus and expertise include: project management, IT service management, systems analysis and design, and business process management. Jon holds an undergraduate degree in Economics and a Master's Degree in Information Systems from the University of Utah. His certifications include Project Management Professional (PMP), Certified Associate in Project Management (CAPM), Certified Scrum Master, Microsoft Certified Technology Specialist, ITIL v3 certified, and certified in Information Mapping (creating policy/procedural documentation).

***Olivia Sheng, Presidential Professor (IS), [olivia.sheng@business.utah.edu](mailto:olivia.sheng@business.utah.edu)***

Olivia R. Liu Sheng is Presidential Professor and Emma Eccles Jones Presidential Chair of Information Systems at the David Eccles School of Business, University of Utah. She also the Global Knowledge Management Center ( <http://gkmc.utah.edu> ), a Utah Center of Excellence, to seek commercialization of knowledge management technologies.

Professor Sheng's research focuses on data mining and optimization techniques for portal management, emetrics and customer analysis, customer profiling, personalization, recommendation, fraud/intrusion detection, bio-medical, digital government, risk management, telemedicine, telework and distributed learning applications. Her research has received funding from various Utah State agencies, Wasatch Advisors, U.S. Army, NSF, IBM, Tivoli, Toshiba Corp., Sun Microsystems, Hong Kong Research Grants Council, Asia Productivity

Organization, SAP University Alliance, and the Bureau of Land Management. Olivia's teaching interests include Information Systems, Business Intelligence, Data Warehouse, Data Mining, Quantitative and Systems Research Methods.

**Bryan Tillotson, Associate Instructor (IS)**

Professor Tillotson is a Process Improvement Analyst with Zions Bancorporation. He received his BIS degree in Business, Communications, and Japanese from Weber State University, and his MBA from Utah State University's Jon M. Huntsman School of Business. Professor Tillotson holds several certifications including: Six Sigma Master Black Belt, American Society for Quality (ASQ) Certified Lean Six Sigma Black Belt, Certified in Theory of Constraints (TOC) from Avraham Goldratt Institute (AGI), Certified in Production and Inventory Management (CPIM) from the American Production and Inventory Control Society (APICS).

Professor Tillotson has many years of experience as a Plant and Operations Manager. Before coming to Zions, he spent over 5 years teaching and implementing Theory of Constraints, Lean and Six Sigma to the Navy and Marine Corps. He had led over 100 Kaizens and projects designed to improve the efficiency of the Military. He was a Dept. of Navy certified Lean Six Sigma Senior Instructor. His interests encompass all areas of process improvement with a primary focus on TOC, Lean and Six Sigma. He has been a plant manager of a production facility with over 200 employees. He has extensive experience working with teams to identify and eliminate waste in a wide range of processes.

**Scott Tucker, Associate Instructor (IS)**

Professor Tucker received a BComm from Dalhousie University and an MBA from Brigham Young University's Marriott School of Management. After more than two decades in the computer software industry working with companies such as IBM/Lotus, Microsoft, Canon, and Hewlett-Packard, Professor Tucker founded Aptegra Consulting, LLC, a firm specializing in digital forensics and electronic discovery. Professor Tucker has served as an expert witness in litigation related to allegations of misuse of intellectual property, medical malpractice, and fraud, and is the author of several books by major publishers including Random House, Bantam, and Simon & Schuster.

**Wei-yu Tsai, Assistant Professor (OIS), [mgtwt@business.utah.edu](mailto:mgtwt@business.utah.edu)**

Professor Tsai's research interests are in the areas of new product-service development and project management. Specifically, he studies the topics of design of new product-service bundle, new product preannouncement, design competition, and project scheduling and resource allocation. His teaching interests are in the areas of management science and operations management.

**Don Wardell, IS/OIS Department Chair, Professor (OIS), [don.wardell@utah.edu](mailto:don.wardell@utah.edu)**

Professor Don G. Wardell is a David Eccles Scholar and also currently serves as the Chair of the OIS Department. Professor Wardell received BS and MS degrees in Metallurgical Engineering from the University of Utah, and a Ph.D. degree from Purdue University's Krannert Graduate School of Management. He has taught at both the undergraduate and graduate levels, including teaching classes in Spanish at INCAE in Costa Rica.

Professor Wardell's research interests are mainly in the areas of quality management and Six Sigma, and especially statistical process control. He has served as an associate editor for *Technometrics*, is a member of the editorial review boards of *Production and Operations Management* and *IIE Transactions on Quality and Reliability* and reviews articles for numerous journals.

Professor Wardell has been honored with the University of Utah's Distinguished Teaching Award, the DESB's Masters Teaching Excellence Award (2002, 2006), the Brady Superior Teaching Award, and the Marvin J. Ashton Award for Excellence in Undergraduate Teaching. Additional honors and awards include the Center for Disability Services Teaching Recognition for distinguished and exemplary service to students with disabilities, University of Utah, 2007; Best Paper Award, Midwest Decision Sciences Institute Meeting, 2000; Dissertation competition winner, Production and Operations Management Society, 1991. Honorable Mention, Dissertation competition. Decision Sciences Institute, 1991.