

Jain, Radhika

1. EDUCATION:

<u>Degree</u>	<u>Institution</u>	<u>Field</u>	<u>Dates</u>
Ph D	Georgia State University	CIS	2006
M.E.	Stevens Inst. of Technology	Computer Engineering	2001
B.E	Pune Inst. of Computer Technology	Computer Engineering	1998

2. FULL-TIME ACADEMIC EXPERIENCE:

<u>Institution</u>	<u>Rank</u>	<u>Field</u>	<u>Dates</u>
Baruch College	Associate Professor	CIS	September 2015 - Present
Baruch College	Assistant Professor	CIS	August 2007 - August 2015
University of Memphis	Assistant Professor	CIS	August 2006 - August 2007

3. PART-TIME ACADEMIC EXPERIENCE:

<u>Institution</u>	<u>Rank</u>	<u>Field</u>	<u>Dates</u>
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4. NON ACADEMIC EXPERIENCE:

<u>Place of Employment</u>	<u>Title</u>	<u>Dates</u>
Renaissance Software Inc	Intern	June 2000 - August 2000
Focus Software Private Ltd, India	Software Engineer	June 1998 - July 1999

5. EMPLOYMENT RECORD AT BARUCH:

<u>Rank</u>	<u>Dates</u>
Associate Professor	September 2015 - Present
Assistant Professor	August 2007 - August 2015

6. PUBLICATIONS IN FIELD OF EXPERTISE:

A. Books:

B. Papers in Professional Journals:

(1) Articles:

- Jain, R., & Ramesh, B. (2015). The Role of Contextual Elements in Post-merger Common Platform Development: An Empirical Investigation. *European Journal of Information Systems*, 24(2), 159-177.
- Jain, R., Cao, L., Mohan, K., & Ramesh, B. (2015). Situated Boundary Spanning: An Empirical Investigation of Requirements Engineering Practices in Product Family Development. *ACM Transactions on Management Information Systems*, 5(3), 32.
- Jain, R., Poston, R., & Simon, J. (2011). An Empirical Investigation of Client Managers' Responsibilities in Managing Offshore Outsourcing of Software-Testing Projects. *IEEE Transactions on Engineering Management*, 58(4), 743 - 757.
- Jain, R., Simon, J., & Poston, R. (2011). Mitigating Vendor Silence in Offshore Outsourcing: An Empirical Investigation. *Journal of Management Information Systems*, 27(4), 261 - 298.
- Jain, R., Benbunan-Fich, R., & Mohan, K. (2011). Assessing Green IT Initiatives Using the Balanced Scorecard. *IEEE IT Professional*, 13(1), 26-32.
- Poston, R., Simon, J., & Jain, R. (2010). Managing Offshore Outsourcing: Proven Communication Practices of Client-Vendor Relationships. *Communications of the AIS*, 27(9), 129-148.
- Jain, R. (2010). Using Crowdsourcing to Address the Needs of the Bottom of the Pyramid. *Cutter IT Journal (The Journal of Information Technology Management)*, 23(7), 11-17.
- Mohan, K., & Jain, R. (2008). Using Traceability to Mitigate Cognitive Biases in Software Development. *Communications of the ACM*, 51(9), 110-114.
- Mohan, K., Jain, R., & Ramesh, B. (2007). Knowledge Networking to Support Medical New Product Development. *Decision Support Systems*, 43(4), 1255-1273.
- Meso, P., & Jain, R. (2006). Agile software development: Adaptive systems principles and best practices. *Information Systems Management*, 23(3), 19-30 (4th among the top ten cited articles in 2008).
- Jain, R. (2005). Contextual Analysis of Enterprise Mobile Services Requirements. *Journal of International Technology and Information Management (JITIM), formerly known as Journal of International Information Management (JIIM)*, 14(2), 145-154.
- Ramesh, B., Jain, R., Nissen, M., & Xu, P. (2005). Managing Context in Business Process Management Systems. *Requirements Engineering Journal (REJ)*, 10(3), 223-237.

Varshney, U., Malloy, A., Ahluwalia, P., & Jain, R. (2004). Wireless in the Enterprise: Requirements, Solutions, and Research Directions. *International Journal of Mobile Communications (IJMC)*, 2(4), 354-367.

Varshney, U., & Jain, R. (2001). Issues in Emerging 4G Wireless Networks. *IEEE Computer*, 34(6), 94-96.

(2) Proceedings:

Benbunan-fich, R., Chi-Wen, C., Jain, R. (Presenter & Author), Mohan, K., Pre-ICIS workshop on SIG-Green, Milan, Italy, "Evaluating consumer's willingness to pay for green IT products (Equal contribution, Authors appear in alphabetical order)", published in proceedings. (December 2013).

Jain, R. (Presenter & Author), Workshop on Business Processes and Services, Orlando, FL, "Role of Application Reviews in Mobile Application Development Process", Workshop, published in proceedings. (December 2012).

Jain, R. (Presenter & Author), 16th Americas Conference on Information Systems (AMCIS), Lima, Peru, "Investigation of Governance Mechanisms for Crowdsourcing Initiatives", published in proceedings. (August 2010).

Jain, R. (Presenter & Author), Richardson, S., 1st Workshop on Advances and Innovations in Systems Testing, Memphis, TN, "Knowledge Partitioning and Knowledge Transfer Mechanisms in Software Testing: An Empirical Investigation", published in proceedings. (May 2007).

Poston, R. S., Simon, J. C., Jain, R. (Author Only), 1st Workshop on Advances and Innovations in Systems Testing, Memphis, TN, "Managing Offshore Outsourcing of Software Testing", published in proceedings. (May 2007).

Jain, R. (Presenter & Author), Richardson, S., IFIP Working Group 8.2 on Information Systems and Organizations (IFIP 8.2 - OASIS Workshop), Milwaukee, WI, "Role of knowledge transfer mechanisms to enable skills acquisition and improvement in software testing: An empirical investigation", published in proceedings. (December 2006).

Jain, R. (Author Only), Flomenbaum, J. M., Mohan, K., 12th Americas Conference on Information Systems (AMCIS), Acapulco, Mexico, "A Cognitive Perspective on Pair Programming", published in proceedings. (August 2006).

Woo, J., Conesa, J., Jain, R. (Author Only), 12th Americas Conference on Information Systems (AMCIS), Acapulco, Mexico, "Dependency Management in Web Services Composition", published in proceedings. (August 2006).

- Jain, R. (Presenter & Author), Ramesh, B., 11th Americas Conference on Information Systems (AMCIS), Omaha, Nebraska, "Negotiating Strategic Business Value of BPM Systems: A Balanced Scorecard Approach", published in proceedings. (August 2005).
- Jain, R. (Presenter & Author), 43rd Annual ACM Southeast regional conference (ACM-SE, Atlanta, GA, "Improving Quality of Service for Streaming Multimedia Applications in Ubiquitous Mobile Environment", published in proceedings. (March 2005).
- Jain, R. (Presenter & Author), Southern Association of Information Systems Conference (SAIS), Savannah, GA, "Dynamic Outsourcing with Web Services: A Multi-Faceted Perspective", published in proceedings. (March 2005).
- Kim, J., Jain, R. (Presenter & Author), 38th Hawaii International Conference On System Sciences (HICSS-38), Big Island, Hawaii, "Web Services Composition with Traceability Centered on Dependency", published in proceedings. (January 2005).
- Jain, R. (Presenter & Author), Meso, P., 10th Americas Conference Information Systems (AMCIS), New York, NY, "Theory of Complex Adaptive Systems and Agile Software Development", published in proceedings. (August 2004).
- Jain, R. (Presenter & Author), 9th Americas Conference on Information Systems (AMCIS), Tampa, FL, "Enterprise Mobile Services: Framework and Industry-Specific Analysis", published in proceedings. (August 2003).
- Jain, R. (Presenter & Author), 55th IEEE Vehicular Technology Conference (VTC), Birmingham, AL, "Supporting Quality of Service in Multiple Heterogeneous Wireless Networks", published in proceedings. (May 2002).

C. Chapters in Books:

- Jain, R., & Ramesh, B. (2006). *Development and Deployment of Web Services..* Encyclopedia of E-Commerce, E-Government and Mobile Commerce, Idea Group.
- Kasi, V., & Jain, R. (2006). *Internet Search Engines..* Encyclopedia of E-Commerce, E-Government and Mobile Commerce, Idea Group Inc.
- Jain, R., & Varshney, U. (2002). *ATM: Asynchronous Transmission Mode..* Computer Sciences: Macmillian Science Library, MacMillian Reference USA.

D. Government Reports or Monographs:

- Jain, R. (2006). *Business Process Integration: A Socio-cognitive Process Model and a Support System..* Doctoral Dissertation, Advisor: Balasubramaniam Ramesh, Georgia State University, Atlanta, GA, 2006.

E. Book Reviews:

7. OTHER PUBLICATIONS:8. PRESENTED PAPERS, LECTURES, AND EXHIBITIONS AND PERFORMANCES:

Jain, R. (Author Only), Karhade, P. (Presenter & Author), Moussawi, S. (Presenter & Author), Ferns, B. (Author Only), JAIS Theory Development Workshop, Texas, USA, "An Empirical Investigation of Governance in Collaborative Crowdsourcing Initiatives", Workshop, Refereed. (December 13, 2015).

Cao, L., Jain, R. (Presenter & Author), Mohan, K., Ramesh, B., Sarkar, S., Pre-ICIS Workshop on ICT and Societal Challenges, Milan, Italy, "An Empirical Investigation of a Healthcare IT Initiative for Socio-economically Challenged Populations (Equal contribution, Authors appear in alphabetical order)". (December 7, 2013).

Jain, R. (Presenter Only), 12th Annual Baruch Teaching and Technology Conference, New York, NY, "Panel on Teaching with Clickers in the Classroom". (March 2009).

Jain, R. (Presenter & Author), Simon, J., Poston, R., ISRW Research Seminar Series, Department of CIS, Baruch College, "An Empirical Investigation of Vendor Silence in Offshore Outsourcing". (September 2008).

Ramesh, B., Mohan, K., Jain, R. (Author Only), Public Health Information Network (PHIN) conference, Atlanta, GA, "Knowledge Networking to Integrate Knowledge to Support Public Health Professionals". (September 2006).

Jain, R. (Presenter & Author), Ramesh, B., 15th Annual Workshop on Information Technologies and Systems (WITS'05) prototype section, Las Vegas, Nevada, "BPSimilar: A Process Modeling Support System to Enhance Process Agility". (December 2005).

Jain, R. (Presenter & Author), Ramesh, B., IFIP TC 8 WG 8.6 International Working Conference, Atlanta, GA, "Similarity based business process matchmaker". (May 2005).

Jain, R. (Presenter & Author), Meso, P., 3rd Symposium on Research in Systems Analysis and Design, St. Johns, NL, Canada, "Application of Theory of Complex Adaptive Systems to Agile Software Development". (June 2004).

Varshney, U., Malloy, A., Jain, R. (Author Only), Ahluwalia, P., Workshop on Wireless Strategy in the Enterprise: An International Research Perspective, Berkeley, CA, "Wireless in the Enterprise: Requirements and Possible Solutions". (October 2002).

9. WORK IN PROGRESS:

A. Papers submitted to journals for consideration.

Jain, R., Ramesh, B., & Gallivan, M. Technological Frames perspective on Integration of IT-enabled Business Processes. *Information Systems Research*, 37.

B. Other completed papers.

C. Research in progress.

Jain, R., Cai, Y., Luong, A., & Hu, Y. Understanding predictors of control in open source software development. *Targeted for Journal of Management Information Systems*.

Jain, R., Shuraida, S., & Guo, Q. Role of mobile app reviews in app development process. *Targeted for MIS Quarterly*.

Mohan, K., Ramesh, B., Jain, R., & Cao, L. Ambidexterity in Platform-based Software Development: An Empirical Investigation. *Targeted for Journal of Management Information Systems*.

Jain, R., Karhade, P., Moussawi, S., & Ferns, W. (. J. An Empirical Investigation of Governance in Collaborative Crowdsourcing Initiatives. *Journal of Association of Information Systems*, 40, To be submitted April 2016.

Shuraida, Shadi, Jain, Radhika, Gao, Qiang, "How developers use online reviews to develop software", Planning, Scholarly.

10. PROFESSIONAL HONORS, PRIZES, FELLOWSHIPS:

Gender Equity Project (GEP) Grant Writing Assistance Program, Hunter College, Scholarship/Research. (2010).

Americas Conference on Information Systems (AMCIS) Doctoral Consortium, Omaha, Nebraska. (2005).

International Conference on Enterprise Information Systems (ICEIS) Doctoral Consortium with a scholarship, Miami, Florida. (2005).

11. GRANTS-IN-AID:

Jain, R. (Principal), Grant, "Integrating IT-enabled Business Processes in Post-merger Environment", PSC-CUNY, \$3,500.00, Funded. (start: July 1, 2016, end: June 30, 2017).

Jain, R. (Co-Principal), Mohan, K. (Co-Principal), Kumar, N. (Co-Principal), Taksa, I. (Co-Principal), Hada, M. (Co-Principal), Sridhar, K. (Co-Principal), Millhiser, W. (Co-Principal), Rahnama Rad,

- K. (Co-Principal), Zhang, J. (Co-Principal), Luna, D. (Co-Principal), LI, S. (Co-Principal), Anderson, D. (Co-Principal), Wymbs, C. (Co-Principal), Grant, "Faculty Research Seminar on Business Analytics - II", Baruch College - CUNY, \$2,000.00, Funded. (start: January 2016, end: June 2016).
- Jain, R. (Principal), Grant, "An empirical investigation of issues in transitioning to platform-centric ecosystems", PSC-CUNY, \$3,499.20, Funded. (start: July 1, 2015, end: June 30, 2016).
- Jain, R. (Co-Principal), Mohan, K. (Co-Principal), Kumar, N. (Co-Principal), Taksa, I. (Co-Principal), Hada, M. (Co-Principal), Sridhar, K. (Co-Principal), Millhiser, W. (Co-Principal), Rahnama Rad, K. (Co-Principal), Zhang, J. (Co-Principal), Luna, D. (Co-Principal), LI, S. (Co-Principal), Anderson, D. (Co-Principal), Wymbs, C. (Co-Principal), Grant, "Faculty Research Seminar on Business Analytics", Baruch College - CUNY, \$4,000.00, Funded. (start: January 2015, end: December 2015).
- Jain, R. (Principal), Grant, "An Empirical Investigation of a Healthcare IT Initiative for Underserved Populations", PSC-CUNY, \$3,499.75, Funded. (start: July 1, 2014, end: June 30, 2015).
- Jain, R. (Principal), Grant, "Transitioning to Agile Software Development Methodologies", PSC-CUNY, \$3,499.99, Funded. (start: July 1, 2013, end: June 30, 2014).
- Jain, R. (Principal), Grant, "Role of Mobile App Reviews in App Development Process", PSC-CUNY, \$3,499.50, Funded. (start: July 1, 2012, end: June 30, 2013).
- Jain, R. (Principal), Grant, "Empirical Investigation of Governance Mechanisms and Boundary Spanning in Crowdsourcing", PSC-CUNY, \$5,999.00, Funded. (start: July 1, 2011, end: June 30, 2012).
- Jain, R. (Co-Principal), Simon, J. (Co-Principal), Poston, R. (Co-Principal), Grant, "Systems Test Scheduling and Coordination in Complex Distributed Environments", University of Memphis-STEP (Software Testing Excellence Program) Grant, Other, \$3,000.00, Funded. (start: March 2011, end: June 2011).
- Jain, R. (Principal), Grant, "An empirical investigation of boundary spanning in offshore outsourcing", PSC-CUNY Research Award, \$3,200.00, Funded. (start: June 2009, end: December 2010).
- Jain, R., Grant, "PSC-CUNY Research Award "Managing Offshore Outsourcing of Software Development: A Vendor Perspective"", \$3,000.00. (start: 2008, end: 2009).
- Jain, R. (Principal), Richardson, S. (Co-Principal), "Knowledge transfer mechanisms to enable skills acquisition and improvement in software testing: An empirical investigation", University of Memphis-STEP (Software Testing Excellence Program) Grant, \$8,000.00. (start: 2006, end: 2007).

Jain, R., Poston, R., Simon, J., "Offshore Outsourcing Management of Software Testing", University of Memphis-STEP (Software Testing Excellence Program) Grant, \$8,000.00. (start: 2006, end: 2007).

Jain, R. (Principal), "Dissertation grant proposal", Georgia State University's Office of the Vice President for Research, \$1,000.00. (end: 2005).

12. INSTITUTIONAL SERVICE:

A. Service to the Department

First Annual Faculty/Admissions Brunches, Feb 5th 2014.

Textbook committee for CIS2200, Spring 2014.

Undergraduate Advisor. (August 2015 - Present).

Working with SACC to have Excel/Access tutoring workshops for CIS2200. (September 2013 - Present).

Committee on Research and Professional Development, Convener. (2009 - Present).

S/CIS Undergraduate Curriculum Committee, 2007-2008. (2009 - Present).

Committee on Research and Professional Development. (2008 - Present).

Annual Majors and Minors Fair. (March 14, 2013).
Mar 4th 2010, Oct 18th 2012

Advisory Committee for the BCTC, Faculty Advisor. (2007 - 2008).

B. Service to the School

Represented the Department of CIS at New Zicklin Student orientation for Undergraduates. (January 22, 2015).
June 26 2014, Feb 15th 2011, June 30th 2010, August 26th 2009, January 22nd 2009

Represented the department of CIS at Masters Info-session. (November 5, 2014).
Apr 9th 2013, May 16th 2012, September 14th 2010, February 5th 2009, April 10th 2008

Zicklin Conversations. (July 29, 2014).

BBA Learning Assurance, Committee Member. (October 2012 - November 2013).

The Writing Summer Seminar, Developed writing assignments for use in CIS2200: Blogging and business memo writing. (May 2013 - August 2013).

C. Service to the College

Participated in the Baruch College's Commencement Ceremony, 2013, 2014.

Served on a Panel for 'Women in Technology' at SimulMedia, Nov 2013.

Baruch College Faculty Senator. (May 2010 - Present).

Participated in annual 'College for a Day' program, Nov 6th 2009, Oct 16th 2009, April 24th 2009, April 11th 2008, Nov 7th 2008, Oct 17th 2008, and November 2nd 2007. (May 7, 2010).

Represented Zicklin School of Business at Undergraduate Open House Event, Nov 15th 2009. (December 6, 2009).

D. Service to the Graduate Center

Served on comprehensive exam committee. (August 2009 - August 2014).
Fall 2009, Fall 2010, Fall 2012, Fall 2014

Designed and taught a new PhD seminar on "Business process management and outsourcing". (2009).

Served on the first exam committee. (2008).
Tamilla Mavlanova (2008), Sara Moussawi (2013)

E. Service to the University

13. OFFICES HELD IN PROFESSIONAL SOCIETIES:

14. OTHER PROFESSIONAL ACTIVITIES AND PUBLIC SERVICE:

Americas Conference on Information Systems (AMCIS), Reviewer.

Communications of the Association for Information Systems (CAIS), Reviewer.

Decision Sciences, Reviewer.

Decision Support Systems, Reviewer.

Encyclopedia of E-Commerce, E-Government and Mobile Commerce, Reviewer.

European Journal of Information Systems, Reviewer.

Global Journal of Flexible Systems Management, Reviewer.

Hawaii International Conference on System Sciences (HICSS), Reviewer.

IEEE IT Professional, Reviewer.

IEEE Transactions on Engineering Management (TEM), Reviewer.

Information & Management, Reviewer.

Information Systems Journal (ISJ), Reviewer.

Information Systems Management (ISM), Reviewer.

International Conference on e-Technology, e-Commerce and e-Service (EEE), Reviewer.

International Conference on Information Systems (ICIS), Reviewer.

International Journal of Human-Computer Studies, Reviewer.

Journal of Association for Information Systems (JAIS), Reviewer.

Southern Association of Information Systems Conference (SAIS), Reviewer.

The Electronic Journal on Information Systems in Developing Countries (EJISDC), Reviewer.

Workshop on Information Technology and Systems 2013, Review Coordinator, Milan, Italy.
(December 2013).

International Conference on Design Science Research in Information Systems and Technology
(DESRIST), Registrations Co-chair. (2009).

Program Committee membership: AIS SIGSAND Sixth Symposium on Systems Analysis & Design,
Tulsa, OK. (2007).

Program Committee membership: AIS SIGSAND European Symposium on Systems Analysis &
Design: Practice and Education. (2006).

PhD Student Representative for AIS Special Interest Group on Systems Analysis and Design
(SIGSAND), (2004 - 2006).

Session Chair for Student Papers (Session I), Southern Association of Information Systems Conference (SAIS). (2005).

15. TEACHING ACTIVITIES AT BARUCH:

A. Courses Taught

CIS 84000, Doctoral Seminar on Business process management and outsourcing, Graduate, new course preparation.

CIS 9230, Globalization and Technology, Graduate.

Pedagogical Innovations: Using wikis to develop a research paper on a selected global issue. This format allows other students to provide feedback and useful pointers throughout the development process over the semester; wiki-based approach to developing exam questions;

New Teaching Material: Significantly expanded the coverage of Social Sustainability at the Bottom of Pyramid and Information Technology

Enhancements to Student Learning: Guest speakers; use of clickers;

CIS 4670, Special topics course on Globalization and Information Technology, Undergraduate, new course preparation.

CIS 4170, Data Visualization, Undergraduate, Classroom, new course preparation, (Spring 2016).

CIS 2200, Introduction to Information Systems and Technologies, Undergraduate, (Spring 2015).

Pedagogical Innovations: Creating hybrid version of CIS2200 by incorporating various experiential components; Examination of role of IT in enabling environmental sustainability; Use of crowdsourcing to involve students in exam preparation to improve their critical thinking; Use of blogging

Enhancements to Student Learning: Field trips, Connecting students with CIS graduates, Guest speakers; Use of clickers; making notes taken during the class using Tablet PC available online; inviting Starr CDC to talk with students about CIS careers.

B. New courses/programs developed

CIS 84000, Doctoral Seminar on Business process management and outsourcing, Graduate, new course preparation.

CIS 4670, Special topics course on Globalization and Information Technology, Undergraduate, new course preparation.

CIS 4170, Data Visualization, Undergraduate, Classroom, new course preparation, (Spring 2016).

16. CERTIFICATION ITEM:

I hereby certify that the information given above is accurate and complete to the best of my knowledge.

Signature of faculty member

Date

Signature of department chairperson

Date