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Cleveland State University

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**EDUCATION**

Ph.D. Business Administration, University of Pittsburgh 2004  
MS Information Systems, Virginia Commonwealth University 1998  
BA English Literature and Economics, University of Virginia 1994

**ACADEMIC/ADMINISTRATIVE POSITIONS**

**Cleveland State University**

|                |                                              |
|----------------|----------------------------------------------|
| 2019 – Present | Associate Dean, Faculty Affairs and Research |
| 2018 – Present | DBA Program Director                         |
| 2018 – 2019    | Director of Graduate Programs                |
| 2017 – Present | Professor                                    |
| 2015 – 2021    | Department Chair, Information Systems        |
| 2014 – 2021    | Director of Business Analytics Program       |
| 2013 – 2017    | Associate Professor                          |
| 2010 – 2013    | Assistant Professor                          |

**Clemson University**

|             |                     |
|-------------|---------------------|
| 2004 – 2010 | Assistant Professor |
| 2003 – 2004 | Instructor          |

**University of Pittsburgh**

|             |                   |
|-------------|-------------------|
| 2002 – 2003 | Visiting Lecturer |
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**Virginia Commonwealth University**

|             |                    |
|-------------|--------------------|
| 1997 – 1998 | Adjunct Instructor |
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**RESEARCH ACTIVITIES**

**Refereed Journal Publications**

Heath, M., Appan, R., and Henry, R., “Value Alignment's Role in Mitigating Resistance to IT Use: The Case of Physicians' Resistance to Electronic Health Record Systems”, *Information and Management*, 59 (8), 2022. [ABDC: A\*]

- Bacic, D. and Henry, R., “Advancing Our Understanding and assessment of cognitive effort in the cognitive fit theory and data visualization context: Eye tracking-based approach”, *Decision Support Systems*, 163, 2022. [ABDC: A\*]
- Clemons, R., Baddam, S., and Henry R. “Factors Influencing Swift and Effective Resolution of Supplier Problems”, *International Journal of Productivity and Performance Management*, 70 (3), 2021, 526-543. [ABDC: B]
- Bacic, D. and Henry, R., “Task-Representation Fit's Impact on Cognitive Effort in the Context of Decision Timeliness and Accuracy: A Cognitive Fit Perspective”, *AIS Transactions on Human-Computer Interaction*, 10 (3), 2018, 164-187. [ABDC: A]
- Zimmer, J. and Henry, R., “The Role of Social Capital in Selecting Interpersonal Information Sources”, *Journal of the Association for Information Science and Technology*, 68 (1), 2017, 5-21. [ABDC: A\*]
- Purvis, R, Henry, R., Tams, S., Grover, V., Davis, S. and McGregor, J., "The Impact of Residual Risk and Resultant Problems on Information Systems Development Project Performance", *Project Management Journal*, 47(4), 2016, 51-67. [ABDC: B]
- Bakke, S. and Henry, R., “Unraveling the Mystery of New Technology Use: An Investigation into the Interplay of Desire for Control, Computer Self-Efficacy and Personal Innovativeness”, *AIS Transactions on Human-Computer Interaction* (7) 4, 2015, 270-293. [ABDC: A]
- Henry, R., Narayanswamy, R. and Purvis, R., “Effect of Control on Information Systems Development Performance: A Meta-analysis”, *Journal of Computer Information Systems* 55(3), 2015, 46-54. [ABDC: A]
- Narayanaswamy, R., Grover, V. and Henry, R., “The Impact of Influence Tactics in Information System Development Projects: A Control Loss Perspective”, *Journal of Management Information Systems*, 30 (1), 2013, 191-226. [ABDC; A\*, FT50]
- Ellis, S., Shockley, J. and Henry, R., “Making Sense of Supply Disruption Risk Research: A Conceptual Framework Grounded in Enactment Theory”, *Journal of Supply Chain Management*, 47 (2), 2011, 65-96. [ABDC A\*] **\*\*\*Best Paper Finalist\*\*\***
- Ellis, S., Henry, R., Shockley, J. “Buyer Perceptions of Supply Disruption Risk: A Behavioral View and Empirical Assessment”, *Journal of Operations Management*, 28(1), 2010, 34-46. [ABDC A\*] **\*\*\* Best Paper Finalist\*\*\***
- Purvis, R., Henry, R., Leigh, W., McCray, G., “Are You Managing an ‘Everest’ Project? A Case Study Considering Issues for Project Managers Born from Tragedy”, *Communications of the AIS*, Volume 24 Article 44, 2009. [ABDC: A]
- Glowacka, K., Henry, R., May, J., “A Hybrid Data mining/Simulation Technique for Modeling Outpatient No-shows”, *Journal of the Operational Research Society*, 60(8), 2009, 1056-1068. [ABDC: A]
- Zimmer, C., Henry, R., and Butler, B., “Factors Affecting the Use of Relational and Non-Relational Information Sources”, *Journal of Management Information Systems*, 24(3), Winter 2007-2008, 297-331. [ABDC: A\*, FT50]

- Grover, V., Henry, R. and Thatcher, J., “Fix IT-Business Relationships Through Better Decision Rights”, *Communications of the ACM*, (50:12), 2007, 80-86. [ABDC: A]
- Henry, R., McCray, G., Purvis, R. and Roberts, T., “Exploiting Organizational Knowledge in Developing IS Project Cost and Schedule Estimates: An Empirical Study” *Information and Management*, (44:6), 2007, 598-612. [ABDC: A\*]
- Galletta, D., Henry, R., McCoy, S. and Polak, P., “When the Wait Isn’t So Bad: The Interacting Effects of Web Site Speed, Familiarity, and Breadth”, *Information Systems Research*, (17:1) 2006, 20-37. [ABDC: A\*, FT50]
- Galletta, D., Henry, R., McCoy, S., and Polak, P., “Web Site Delays: How Tolerant are Users?”, *Journal of the Association for Information Systems*, (5, Article 1), 2004. [ABDC: A\*]
- Everard, A. and Henry, R. M., “A Social Network Analysis of Interlocked Directorates in Electronic Commerce Firms”, *Electronic Commerce Research and Application*, (1:2), 2002.

### **Book Chapters**

- Henry, R.M. and Bosman, L. “Strategic Management and Social Media: An Empirical Analysis of Electronic Social Capital and Online Fundraising” in *Advanced Series in Management: Social Media and Management* (Eds. M. Olivas and T. Bondarouk), Emerald Group Publishing Limited, 2013.
- Galletta, D., R. Henry, S. McCoy and P. Polak, “Understanding the Direct and Interaction Effects of Web Delay and Related Factors”, in *Human-Computer Interaction and Management Information Systems - Applications. Advances in Management Information Systems*, Volume 5. Armonk, NY: M. E. Sharpe, Inc., 2006

### **Refereed Conference Proceedings**

- Henry, R., “Examining the Impact of Decision Rights -Accountability “Gaps” for Top Management in IT Decision-making”, ISONeWorld Conference, Las Vegas, NV, April 29-May 1, 2019.
- Heath, M. and Henry, R., “The Role of Leadership and Governance in a Successful Electronic Health Record Implementation”, Southern Management Association, New Orleans, LA, Nov. 5-9, 2013.
- Marshburn, D. and Henry, R., “Improving Knowledge Coordination in Early Stages of Software Development”, 2013 Southern Association of Information Systems Conference, Savannah, GA, March 8-9, 2013.
- Bacic, D. and Henry, R., “The Role of Information Visualization in Knowledge Creation”, 18<sup>th</sup> Americas Conference on Information Systems” Seattle, WA, August 9-11, 2012.
- Narayanaswamy, R. and Henry, R., “Investigating the Interactive Effect of Control in Information Systems Development Projects”, 45<sup>th</sup> Hawaiian International Conference on Systems Science, Maui, HI, January 4-7, 2012.

- Ellis, S. and Henry, R., "The Effects of Knowledge Transfer Mechanisms on New Product Development Effectiveness", Best Paper Proceedings of the 41<sup>st</sup> Annual Meeting of the Decision Sciences Institute, San Diego, CA, November 20-23, 2010.
- Ellis, S., Shockley, J. and Henry, R., "A Multi-Theoretical Model of Supply Risk and an Empirical Analysis", Best Paper Proceedings of the Academy of Management Conference, Anaheim, CA, August 8-13, 2008.
- Zimmer, C. and Henry, R., "Antecedents to Relational and Nonrelational Source Use: An Exploratory Investigation", 40<sup>th</sup> Hawaiian International Conference on System Science Sciences, Waikoloa Big Island, Hawaii, January 3-6, 2007.
- Ayyargi, R., Henry, R., and Purvis, R., "A Conceptual Framework of the Alignment of the Project Management Office (PMO) with the Organizational Structure", 12<sup>th</sup> Americas Conference on Information Systems, Acapulco, Mexico, August 4-6, 2006.
- Galletta, D., Henry, R., McCoy, S. and Polak, P. "Four Studies on Web Delay", Proceedings of the 11th International Conference on Human Computer Interaction, Las Vegas, Nevada, July 22-27, 2005.
- Narayananswamy, R. and R. Henry, "Effects of Culture on Control Mechanisms in Offshore Outsourced Projects", Proceedings of the ACM SIGMIS 2005 Conference, Atlanta, GA, April 15-16 2005.
- Henry, R.M, Kirsch, L. J., and Sambamurthy, V., "The Role of Knowledge in IT Project Governance", Proceedings of the 24<sup>th</sup> International Conference on Information Systems, Seattle, Washington, December, 2003.
- Everard, A. and Henry, R. M., "Interlocking Directorates in the Electronic Commerce Industry: What's the Story", Proceedings of the International Conference on Electronic Commerce, Bratislava, Slovakia, November 2001.
- Henry, R. M. and Butler, B. S. "The Effect of Directional Advice Ties on Perceptions of Communication Technologies" Proceedings of the Americas Conference on Information Systems, Boston, MA, August, 2001.

### **Refereed Conference Presentations**

- Glazar-Stavnický, M. and Henry, R., "Organizational and Systems Factors Leading to Systems Integration Success after M&A", Academy of Management Annual Meeting, Anaheim, CA, August 5-9, 2016.
- Heath, M and Henry, R., "The Impact of Collaboration on Health Information Exchange Sustainability: A Conceptual Paper", Academy of Management Annual Meeting, Vancouver, BC, Canada, August 7-11, 2015.
- Purvis, R., Henry, R., Tams, S. and Grover, V., "The Impact of Residual Risk and Resultant Problems in Information Systems Development Project Performance," Academy of Management Annual Meeting, Vancouver, BC, Canada, August 7-11, 2015.

- Heath, M., Henry, R., and Peterson, L., “The Role of Hospital Board Composition in Electronic Health Records Implementation”, Academy of Management Annual Meeting, Philadelphia, PA, Aug 2-6, 2014.
- Narayanaswamy, R., Henry, R., and Purvis, R., "Understanding the Effect of Control on Information Systems Project Performance via Meta-Analysis", Academy of Management, Philadelphia, PA, August 3-8, 2007.
- Galluch, P., Henry, R., Thatcher, J.” "The Role of Information Systems in a Multi-tasking Environment and the Impact on Performance", Academy of Management, Philadelphia, PA, August 3-8, 2007.
- Henry, R., “Project Governance and Control”, INFORMS Annual Meeting, Pittsburgh, PA November 5-8, 2006.
- Zimmer, C., Henry, R., and Butler, B., “Factors Affecting the Use of Relational and Non-Relational Information Sources”, Academy of Management, Atlanta, GA, August 11-16, 2006.
- Henry, R., L. Kirsch, and V. Sambamurthy, "The Impact of Knowledge on the Governance of Information Systems Projects", Annual Meeting of the Academy of Management, Honolulu, HA, August 5-10, 2005.
- Galletta, D., Henry, R., McCoy, S., and Polak, P., “Web Site Delays: How Slow Can You Go?”, Workshop of HCI Research in MIS, Barcelona, Spain, December 14, 2002.
- Henry, R. M., “The Relationship between Transferable Knowledge, IT Governance, and Performance”, Academy of Management, Denver, CO, August 13-16, 2002.
- Winner: OCIS Division Best Student Paper**
- Henry, R. M. and Butler, B. S., “Is it Who You Know or Where You Go: A Comparison of Relational and Non-Relational Information Sources”, Academy of Management, Washington, DC, August 3-8, 2001.

### **Invited Presentations**

- “IoT and Data Governance”, IoT Collaborative Thought Leadership Series
- “Business Analytics for Business Analysts” Cleveland IIBA
- “Social Influence in Information Systems Use: A Social Network Analysis”, Virginia Commonwealth University
- “Strategic Use of IT”, APEX Corporation
- “Are You Managing and Everest Project: Lessons for Project Managers Born from Tragedy”, Project Management Institute, 2006 Palmetto Chapter Symposium.
- “Simulation Based Process Improvement for Anderson Free Clinic” (with K. Glowacka and E. Padula) *with financial support from Foothills Community Foundation*

### **Journal Submissions and Working Papers**

Heath, M. Porter, T. and Henry, R., " The Impact of Individual Learning and Organizational Environmental Turbulence on Physician Routine Use of EHR ", *Revise and Resubmit at Behavior and IT.*

Soukieh, T., Bacic, D. and Henry, R., "How Can Business Analytics Induce Creativity: The Performance Effects of User Interaction with Business Analytics" *in preparation for submission to Management Information Systems Quarterly*

Glazer-Stavnicky, M. and Henry, R., "Fit and Systems Integration Success in Mergers and Acquisitions: An Empirical Analysis", *in preparation for submission to Journal of Strategic Information Systems.*

Sa, A. and Henry, R. "Text and Image Framing Effects on Message Sharing and Acceptance of Healthcare Messages on Social Media", *in preparation for submission to Journal of the Society for Information Science and Technology*

### **TEACHING**

#### **Cleveland State**

|         |                                                  |
|---------|--------------------------------------------------|
| IST 203 | Software Tools                                   |
| IST 211 | Fundamentals of Systems Development              |
| IST 305 | Information Technology for Competitive Advantage |
| IST 321 | Systems Analysis and Design                      |
| IST 475 | IT Governance                                    |
| IST 601 | IT for Competitive Advantage                     |
| BUS 602 | Strategy for Business Analytics                  |
| EBA 611 | Management Information Systems                   |
| CIS 634 | Object Oriented Software Engineering             |
| IST 614 | Project Management and Scheduling                |
| IST 621 | Advanced Analysis and Design                     |
| IST 634 | Enterprise Database                              |
| IST 635 | Business Value of Information Technology         |
| IST 675 | IT Governance                                    |
| IST 803 | Knowledge Management (Doctoral Seminar)          |
| IST 800 | Research Design (Doctoral Seminar)               |

#### **Clemson University**

|         |                             |
|---------|-----------------------------|
| MGT 452 | Systems Analysis and Design |
| MGT 454 | Implementation              |
| MGT 411 | Project Management          |
| MGT 866 | Systems Analysis and Design |
| MGT 869 | Project Management          |

#### **University of Pittsburgh**

|             |                                     |
|-------------|-------------------------------------|
| BUSBIS 1060 | Introduction to Information Systems |
|-------------|-------------------------------------|

BUSBIS 1640                      Systems Analysis and Design  
BMIS 2409                        Information Systems

**Virginia Commonwealth University**

ISY 240                            Visual Basic Programming  
ISY 350                            Programming in C++

**Other Teaching/Curriculum Activities**

- Over 25 independent studies supervised
- AIS Faculty Advisor
- ISACA Academic Advocate
- Program and course development
- Business Analytics program and course development
- Quality Matters: Applying the QM Rubric Certification

**DOCTORAL DISSERTATION COMMITTEES**

**Chair:** Wesam Helou: (CSU: Pre-proposal)

**Chair:** Dora Tang (CSU: Pre-proposal)

**Chair:** Jim Dipko (CSU: Proposal defended)

**Chair:** Alexis Sa (CSU: Final Defense 11/4/2022)

**Chair:** Michele Heath (CSU: Final Defense 4/13/2018)

**Chair:** Monika Glasar\_Stavnicky (CSU: Final Defense May 12, 2016)

**Chair:** Tarek Soukieh (CSU: Final Defense 12/11/2015)

**Chair:** Dinko Basic (CSU: Final Defense 4/25/2014)

**Co-Chair:** David Marshburn (CSU: Final Defense 4/24/2020)

**Co-chair:** Ravi Narayanaswamy (Clemson: Final Defense 8/18/2009)

**Co-chair:** Chris Zimmer (Clemson: Final Defense 6/14/2010)

**Committee Member:** Alina Marculetiu (CSU: Final Defense 5/28/2021)

**Committee Member:** Navneet Chattha Grant (CSU: Final Defense 5/22/2020)

**Committee Member:** Steven Chan (CSU: Final Defense 4/29/2012)

**Committee Member:** Brad Eichhorn (CSU: Final Defense 8/29/2014)

**Committee Member:** Becky Clemons (CSU: Final Defense 12/5/2014)

**COLLEGE AND UNIVERSITY COMMITTEE SERVICE**

Faculty Salary Equity Committee (2023 – Present)

Reappointment, Promotion and Tenure Task Force (2023 – Present)

Cleveland Innovation District JobsOhio Working Group (2021 – Present)

CSU 2.0 Academic Task Force (2020 – 2021)

CSU Global Implementation Academic Quality Assurance Committee Co-chair (2019 – Present)

COB Masters Committee (2013 – 2018) Chair (2016)

COB Strategic Planning Task Force (2015 – 2016)

University Faculty Affairs Committee (2013 – 2016)  
University Petitions Committee (2014 – 2015)  
Business Analytics Task Force (2013 – 2016)  
Faculty Senate (2012 – 2016)  
Dean Search Committee (2012 – 2013)  
MBA Task Force (2011 – 2013)  
College of Business DBA Committee (2011 – 2015) Chair (2012 – 2015)  
IST Tenure-track Assistant Professor Search – Chair (2015)  
IST Lecturer Search Committee – Chair (2012)  
IST Visiting Assistant Professor Search Committee (2011 – 2013)  
IST Curriculum Committee – (2010 – 2015, Chair 2012 – 2015)

### **PROFESSIONAL SERVICE**

**Editorial Review Board:** American Journal of Business 2012-2018  
**CIO:** OCIS Division of the Academy of Management 2008-2011  
**Associate Editor:** Academy of Management Conference 2007, 2008, 2009, 2010, 2012, 2013  
OCIS Division  
**Associate Editor:** International Conference on Information Systems, 2007, 2008, 2009, 2012, 2013, 2015  
**Chair:** ISCore Workshop 2006  
**Co-chair:** ISCore Workshop 2005, 2007  
**Program Committee:** SIG HCI Workshop 2009-2013  
**Program Committee:** CIST 2006,  
**Ad-hoc Reviewer:** Decision Support Systems, Management Information Systems Quarterly, Information Systems Research, Journal of Management Information Systems, Journal of the AIS, AIS Transactions on HCI, Communications of the ACM, Communications of the AIS, Decision Sciences, Journal of Strategic Information Systems, Information and Management, Information Systems Management, IEEE Transactions on KDE, IEEE Transactions on Engineering Management, DATABASE, Journal of Strategic Information Systems International Journal on Human Computer Interaction, Journal of Organizational Behavior, Academy of Management Conference, International Conference on Information Systems, Americas Conference on Information Systems, European Conference on Information Systems, SIG Core Workshop, SIG HCI Workshop

### **AWARDS AND HONORS**

Golden Apple Award 2018  
CSU Merit Award 2011, 2012, 2013, 2014, 2015  
Monte Ahuja College of Business Faculty Development Grant 2015  
CSU Faculty Scholarship Initiative Funding 2013-2014  
Journal of Supply Chain Management Best Paper Finalist 2012  
Journal of Operations Management Best Paper Finalist 2010  
Service Learning Faculty Fellow (Clemson University)  
Faculty Excellence Award (Clemson University)



Innovision Award (Clemson University - Team Member)  
ICIS 2002 Doctoral Consortium Fellow  
Best Student Paper, Academy of Management OCIS Division 2002  
George C. Main Scholarship, University of Pittsburgh  
Graduate Fellowship, University of Pittsburgh  
Thalhimer Scholarship, Virginia Commonwealth University  
Dean's Scholar, Virginia Commonwealth University  
Beta Gamma Sigma Business Honor Society