

Sue Conger

Education

Dates	Institution	Major	Degree
1988	New York University New York, New York	Information Systems	Ph.D.
1977	Rutgers University Newark, New Jersey	Finance & Cost Accounting	M. B. A.
1970	Ohio State University Columbus, Ohio	Psychology & Criminology	B. Sc.

Academic Appointments

2001 – Present Professor, Satish & Yasmin Gupta College of Business, University of Dallas, Irving, TX

2015- Present Professor

2001-2015 Associate Professor

2001 – Present Director of the Information and Technology Management Programs

2005 – 2011 Director of IT Service Management Programs

2003-2005 – Co-Director of Project Management Programs

2014, 2015 Erskine Scholar, Canterbury University, Christchurch, New Zealand

February – June, 2014 Taught Undergrad Business Process Management

MBA IT Service Management

February – May, 2015 Taught Undergrad Business Emerging Technology Management

MBA Knowledge Management

2011-2017 Visiting Professor, Rhodes University, Grahamstown, South Africa

April – June, 2011 Taught Honors Business Process Management

June-July, 2012 Taught Honors IT Service Management

June-July, 2013 – Research Methods & Workshop

February, 2015 – Project Management

2013 Visiting Professor, University of South Africa, Johannesburg, South Africa

September – October, 2013 Consulted on IT Service Management Programs

2008 Tecnológico de Monterrey, Campus Estado de México (Mexico City)

Summer – Visiting Professor, Resource Assurance for Continuous IT Services

Fall – Academic Leaders Program Team taught 2 courses – Graduate Innovation in IT and Undergrad

Systems Analysis and Design -- plus taught two lectures throughout ITESM System (200,000 students),

Consulted to the Dean on ITSM programs

1996-1999 Associate Professor, Department of Management Information Sciences, Edwin L. Cox School of Business, Southern Methodist University, Dallas, TX

1994-1996 Visiting Assistant Professor, Department of Management Information Sciences, Edwin L. Cox School of Business, Southern Methodist University, Dallas, TX

1994 Visiting Professor, Computer Science Department, University of Jyväskylä, Jyväskylä, Finland

Taught Graduate Object Oriented Analysis and Design

1990-1993 Assistant Professor, Department of Statistics and Computer Information Systems, Baruch College, City University of New York, New York, NY

1988-1990 Assistant Professor, Department of Computer Information Systems, Georgia State University, Atlanta, GA.

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- 1984-1986 Adjunct Assistant Professor, Robert F. Wagner Graduate School of Public Service, New York University, New York, NY.
- 1983-1987 Adjunct Assistant Professor, Information Systems Area, New York University, New York, NY.

Business Experience

- 1999- 2001 Director of Electronic Commerce, Sewell Automotive Companies, Dallas, TX
- ◆ Develop an overall eCommerce strategy for the organization
 - ◆ Develop and deployed web content and functionality for four web sites. Increased sewell.com web traffic from 600 visits per month to over 17,000 in first year. Increased average 'stickiness' from 30 seconds to 4 minutes. Averaged \$10,000 revenues per month from web site activity in the first year. Negotiated and managed outsourcing contracts.
 - ◆ Develop eSales business and staff within eight different companies. Increased eSales revenue to \$24+ million in the first year and \$36+ million the second year.
 - ◆ Develop and implement a Customer Relationship Management data warehouse and usage strategies; \$5 million in incremental revenue in the first six months of database use.
 - ◆ Designed and facilitated meetings, training, and executive briefings.
- 1980-1983 Sr. Consultant, Mobil Corporation, New York, NY.
- ◆ Evaluate hardware and software opportunities for Manufacturing and Refining that were eventually used in nine lines of business. Reduced expenditure on unused, inappropriate, and/or uncoordinated software by over \$2 million annually.
 - ◆ Negotiate contracts for software. Reduced expected expenditure by over \$1 million.
 - ◆ Coordinate deployment of selected hardware/software throughout the Corporation. Decreased deployment time from an average of 4.5 years to 1.3 years. Over 9,000 users after one year for one product.
 - ◆ Special projects – consult on applications; developed and executed quality assurance testing for building security system, saving a \$15 million project from failure
 - ◆ Coordinate and test global data center disaster recovery planning; develop disaster recovery planning materials for global use.
- 1977-1980 Technical Director, Lambda Technology Corporation, New York, NY.
- ◆ Provide quality assurance on all staff activities
 - ◆ Manage (hire, fire, train, deploy, etc..) 100+ consultants
 - ◆ Responsible for \$5+ million in annual revenue
- 1973-1977 2nd Vice President, Chase Manhattan Bank, New York, NY.
- ◆ Project Manager, AVP – Domestic Money Transfer application (20 people)
 - ◆ Manager – Quality Assurance function for Trust applications (20 people)
 - ◆ Manager – Standards and Assurance organization (5 people)
 - ◆ Manager – Training Department (7 people)
 - ◆ Instructor – Develop, deliver, and document for others' use training courses on a wide variety of technical subjects
- 1972-1973 Project Leader, Educational Testing Service, Princeton, NJ.
- ◆ Design, develop and implement a statistical reporting application for SAT takers
- 1970-1972 Programmer-Analyst, U. S. Dept. of Agriculture, Washington, D. C.
- ◆ Design, develop and implement a variety of programs in COBOL, Fortran, and Assembler languages for the U.S. Supreme Court and the Departments of Agriculture, Defense and State

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Business Experience -- Continued

- 1970-Present Consultant and Educator. Representative clients -- The CMI Group (Dallas), Sewell (Dallas), Southwest Airlines (Dallas), American Airlines (Dallas), TIAA/CREF (New York), Mobil Corporation (New York), Farleigh Dickinson University (New Jersey), Equifax (Atlanta).
- ◆ Expert witness –
 - Bray v. Computer Associates, 2003-2005 – Testified about software bug and development and support practices of both CA and Bray; settled out of court
 - Rittenmeier v. Donaldson, Lufkin, Jenrette, et al., 2003 – Testified about overall IS management, IS project management, ERP installation, staffing practices and competence; settled out of court
 - David Cook/The State of Texas v. Exec Director, et al. of The Endangered Feline Foundation (TEFF) -- Affidavit on deliberate erasure and cover-up of disk data; ended in criminal prosecution
 - American v. Hilton, Budget Rent A Car, Marriott -- Testified about software development and technical staff hiring practices, settle out of court
 - ◆ Data Mining database design and development (Sewell)
 - ◆ Organization development for a Quality function (CMI) Quality Assurance (SWA), Application Testing (SWA), Data Administration functions (TIAA/CREF), eBusiness Management (Sewell)
 - ◆ Develop strategy for eCommerce, Organization Development, Application Development, Application Testing
 - ◆ Develop Policies and procedure for Quality Assurance, Application Testing, Data Administration, and Custom training programs

Professional Memberships

This section contains only organizational memberships. Volunteer activities related to these are listed in the Service section

Academy of Management, 1988 –Present

Association for Computing Machinery (ACM) 1985 – Present

Association for Information Systems, 2002 – Present

Conference on Information Resource Management (Conf-IRM) formerly known as Information Resources Management

Association Conference (IRMA), Organizing Committee Member, 2007 – 2011

IEC/TC 113 -- IEC Technical Committee 113 on Nanotechnology Standardization for Electrical and Electronic Products and Systems, 2009 – 2010

IEEE Computer Society, 1985 – Present

Information Systems Auditing and Control Association (ISACA), 2004 – 2010

Information Technology Service Management Forum (itSMF), 2005 - Present

International Federation of Information Processing Societies, (IFIPS) Working Group 8.2, Research in IS, 1988 – Present

Project Management Institute, 2004 – 2010

Society for Information Management, 1990-1991, 2006 –2010

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Honors

2015 Haggerty Teaching Excellence Award, A student-voted award, University of Dallas
2015 Alumna Tribute, February 28, Our Lady of the Elms, Akron Ohio,
2014, 2015 Erskine Scholar, Canterbury University, Christchurch, NZ
2012 AIS – SIGSVC, Award for Contribution to the development of the services research community.
2007 itSMF-USA Industry Knowledge Contribution Award with J. Probst, A. Hernandez, R. Venkataraman.
2003 National Leadership Award, Business Advisory Council.
2002- 2003 Certificate of Excellence – The CMI Group
2001- Present Certified e-Commerce Consultant
1996 Best Paper of the Conference, IRMA
1992-Present, Who's Who in America
1992-Present, Who's Who in American Education
1995-Present, Who's Who in the World -- Women's Edition
1990 Who's Who in the Southeast
1981-Present, Who's Who in Finance and Industry
1972 Certificate of Merit, U. S. Department of Agriculture

Research Grants

Erskine Fellowship, Canterbury University, Christchurch, New Zealand, February 26-May 16, 2015, ~\$30,000
Visiting Professor, Rhodes University, Grahamstown, S Africa, February, 2015, ~\$1,000
Erskine Fellowship, Canterbury University, Christchurch, New Zealand, February 20-June 14, 2014. ~\$40,000
King-Hagggar One-year Sabbatical Grant, April, 2013 – August, 2014. ~\$50,000
Visiting Professor, Rhodes University, Grahamstown, S Africa, April 11 – May 4, 2014. ~\$5,500 (55000R)
Visiting Professor, University of South Africa (UNISA), Consult on IT Services program, Workshop participation, Faculty and student consultations, Johannesburg, S Africa, ~\$3,000 (30,000 R) 2013, September-October, 2013..
Visiting Professor, Rhodes University, Unspecified research and teaching. ~\$3,500 (27,000R) Visiting Professor, 8 week visit, Rhodes University, Grahamstown, S Africa, May-June, 2013
Principal Investigator, University of Dallas, King-Hagggar Scholar's Award, 1 Year sabbatical worth approximately \$50,000, 2013-2014.
Visiting Professor, Rhodes University, Unspecified research and teaching. ~\$4,000 (27,000R) Visiting Professor, 8 week visit, Rhodes University, Grahamstown, S Africa, 2012
Visiting Professor, Rhodes University, Unspecified research and teaching. ~\$5,000 (35,000R) Visiting Professor, 10 week visit, Rhodes University, Grahamstown, S Africa, 2011
Principal Investigator, University of Dallas King-Hagggar Scholar's Award, \$1,000 IT Service Management research, Summer, 2011.
Principal Investigator, University of Dallas King-Hagggar Scholar's Award, \$5,500 and Three course releases, for Development of a book: *Process Mapping & Management*, Fall, 2009.
Principal Investigator, University of Dallas GSM Research Award – One Course Release, , Spring, 2009.
Principal Investigator (with Ulricke Schultze, SMU), \$60,000 "IT Governance and Control: Making sense of Standards, Guidelines, and Frameworks" Sponsored by Society for Information Management Advanced Practices Council, 2006-2007. Renewed, May, 2007 to April, 2008.
Principal Investigator (with Richard O. Mason, Florence Mason, Joanne Pratt), "Privacy Issues in the Connected Home," Awarded through Boston University ISRC from U.S. Army, \$25,000, May, 2005.
Principal Investigator (with Laura M. Meade), "Agile Deployability: An Empirical Investigation" University of Dallas King-Hagggar Scholar's Award, \$2,000, February, 2003.
Principal Investigator, The CMI Group, Carrollton, TX, \$47,400 award to support action research "On Implementing a Quality Program", July, 2002 – March, 2003.
Principal Investigator, Edwin L. Cox School of Business, Southern Methodist University, \$2,500 award to support eCommerce research 1999.

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Research Grants -- Continued

- Principal Investigator, Edwin L. Cox School of Business, Southern Methodist University, total \$9,600 research grant to support Computer Ethics research Summer, 1997, 1998.
- Principal Investigator, CUNY Research Foundation, \$5,000 in three separate grants, research assistant support for software engineering research, 1990-1993.
- Principal Investigator, Baruch College, \$4,500 research assistant support for software engineering research 1991-1992.
- Co-Investigator, Baruch College, \$2,500 research assistant support for diagnosis related grouping research, 1991-1992.
- Principal Investigator, Baruch College, \$4,500 research grant to support Software Engineering research, Summer, 1991.
- Principal Investigator, Baruch College, \$4,500 research grant to support Software Engineering research from the College of Business Administration, Georgia State University, Summer, 1989.
- Co-Investigator, U. S. Army Information Systems Engineering Command, \$75,000 grant, Development of an Intelligent Test Bed and CASE Tool Analysis for Ada-MIS Environments, February 20, 1989.

M.S. and Ph.D. Theses

D.B.A. Dissertation Committees – University of Dallas

- Morrow, Donna – Meaningful and Work Commitment
- Christie, Odette – Expatriate Adjustment
- Rogers, David – Acquisition and Assimilation of Knowledge
- Lamkin, Marianne – Professional Affiliations

M.S. Committees -- University of Dallas –

I supervised these theses.

- Salaz, Greg, Cryptographic Key Management: The Key to Cloud Data Security, Fall, 2012.
- Winters, Karen, Enterprise data loss prevention: Solutions alignment to corporate security processes, Fall, 2012.

I was a committee member/reader on each of these. B Landry was the supervisor.

- Akins, Jonathan M. Strategies and considerations for migration to Internet Protocol Version 6 (IPv6), Summer 2009.
- Baikal, Ryan *Going Virtual: Examining the Move from a Physical to a Virtual Environment*, Summer 2010.
- Bandi, Lavanya A comparison of functional & technical capabilities between Cognos 8 & Microsoft SQL reporting services 2005, Fall 2008.
- Blackman, Lee Data Leak Prevention: Monitoring Networks for Data Leaks, Summer, 2011.
- Brooks-Martin, Wiley *X12 and XML: An empirical comparison of standards*, Fall 2009.
- Chew, Jeff G. Identification of network based IDS patterns of attack, and corresponding network security improvements, Spring 2009.
- Coombes, Kenneth Testing a new technology rejection model on WiFi adoption protected access adoption, Fall 2007.
- De La Pena, Jorge "Generational Differences in IT at Work," MSIT, Spring, 2011.
- Donahue, Jim A digital forensic analysis of an iPhone, Spring 2009.
- Elbeltagy, Nader *Evaluation and Assessment of Source Code Comparison Software*, Summer 2010
- Fuller, Glenn R. *Lessons learned adopting agile for fixed-price contracts*, Fall 2009.
- Garner, Randy *HIPAA Security Rule Compliant or Not?*, Fall 2009.
- Geye, Scott, "A Case Study on ITIL Implementation," MSIT, Spring, 2011.
- Hall, Terry *Vulnerability coverage in Mobile Ad-hoc Networks (MANETS)*, Fall 2009.
- Hassen, Hamza *Pros and Cons of Email Software as a Service (SaaS)*, Fall 2009.
- Ivy, Keith M. Federated Identity Management: Why enterprise organizations are slow to adopt FIM technology?, Summer 2009.
- Jirini, Emmy How Business Process Management Software (BPMS) impacts businesses, Summer 2009.
- Kaishar, Michael *Implementing Two-Factor Authentication for Remote Access using Phone Factor: A Proof-of-Concept Experiment for an Accountancy Firm*, Spring 2010.
- Kaishar, Michael, "Implementing Two-Factor Authentication for Remote Access using Phone Factor: A Proof of Concept Experiment for an Accountancy Firm," MS IA Program, March 27, 2010.
- Kaltz, Alan *Corporate Challenges for Managing Smartphones in a Corporate Network*, Summer 2010
- Kohdrata, Felix A digital forensic study on the recoverability of deleted files in a Windows XP virtual machine, Fall 2008.
- Krishnamurthy, Narendra *An Evaluation of Business Intelligence Automation Application for Current Fallout Correction Process*, Spring 2010
- Landman, Christopher *Security Concerns of the Cisco ASA Using Microsoft IAS RADIUS*, Summer 2010.
- Lavu, Shan Examination of consumer non-adoption of Online Bill Payment (OBP), Fall 2008.
- Lindayag, Danny An examination of using Fortify SCA to analyze Java web applications, Fall 2008.

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M.S. Committees -- University of Dallas --

- Lott, Mark S. An experiment to test the effect an XML security appliance has on the minimum response time of a secured web service, Spring 2009.
- Krishnamurthy, Swaroop Data Quality for IT System Integrations, Mergers and Acquisitions, Spring, 2011.
- Marakani, Premcharan An evaluation of search engine usage for trouble ticket classification, Fall 2008.
- Marri, Vishnu Examining the importance of formal processes: A study of customer service delivery process across five non-profit organizations, Fall 2008.
- Nabity, Phil Recovering deleted files: A forensic comparison of FAT32 and NTFS file systems, Summer 2008.
- Nguyen, Hiep The effective use of SOX section 404 compliance, Spring 2007.
- Padgett, Tim *Controlling risks in identity management*, Fall 2009.
- Podar, Deepti RFID barriers to adoption, Spring 2007.
- Polk, Nek Server stability: A comparison of operating systems and hardware types, Fall 2008.
- Quillen, Carol Classification of unwanted data at rest on network servers, Spring 2009.
- Sivertsen, L. Ross. Small non-profit business evaluation criteria for the application of internet based technologies, Fall 2009.
- Singh, Taranjeet Mobile Iron, iOS and Android: In-depth analysis and review of Mobile Iron software with iOS and Android Smartphones, Spring, 2011.
- Tummala, Leela How productivity, quality, and knowledge transfer affects ACME in international IT outsourcing, Summer, 2011.
- VanDyke, Darrel Causes of transaction failures in servers, Fall 2008.
- Woldesenbet, Solomon, "Oracle versus SQL Server White Paper," MS IT Program, March 27, 2010.
- Zihumo, Felix *At what level should Information Technology Departments be involved in business planning?* Summer 2010.
- Adetunji, Kazeem. Technology Roadmap for Self-Replicating Mechanisms, Spring, 2013 Thesis 1, Fall, 2013, expected completion.
- Oakley, Will, Website Spam Account Control Analysis of three methods of blocking unauthorized website account creation, Summer, 2012.
- Muniwar, Rehan --LTE vs.Wimax: Which 4G Technology is better?, Summer, 2012
- Aouam, Mohammed, Comparing Steganography Techniques for Hiding and Detecting Objects inside Images and Videos, Summer, 2012.
- Ola-Peters, Ola Role Based Access Control and HIPAA Privacy and Security Rule Compliance, Summer, 2012.
- Rashan, Tauriq,, Medical treatment using gesture recognition, Fall, 2012.
- Wesley, Rickey, Impact Mobile ad hoc Networks have on Forensics investigations, Summer, 2012

Other Universities

Ph. D. Committees & Researcher Designations

- Ph.D. Dissertation External Examiner, 2015-16, Alireza Giri, IT Services, Victoria University, Wellington, New Zealand.
- Africa's National Research Foundation (NRF), 2015. Application for Research Grant for Dr. RD Johnson, University of Pretoria, Johannesburg, Gauteng, South Africa
- Africa's National Research Foundation (NRF), 2015. Application for promotion to Associate Professor, Dr. Kirstin Krauss, Rhodes, University, Grahamstown, Eastern Cape, South Africa
- Ph.D. Dissertation External Examiner, 2014.2015 A Jokonya, A Framework to assist organizations in technology adoption governance, University of South Africa (UNISA), Johannesburg,, South Africa.
- Ph.D. Dissertation External Examiner, 2013. Henk Pretorius, University of Pretoria, Pretoria, South Africa.
- Promotion Referee, 2012. Dr. C.K. Khene, Rhodes University, Grahamstown, Eastern Cape, South Africa, For promotion to Sr. Lecturer
- Africa's National Research Foundation (NRF), 2012. Application for Research Grant for Dr. C.K. Khene, Rhodes, University, Grahamstown, Eastern Cape, South Africa
- Ph.D. Dissertation External Examiner – Allan J. Sylvester, Victoria University, Wellington, New Zealand. An Investigation into Organizational Learning by Public Officials Creating and Maintaining Multi-channel Service Delivery Information Systems in the New Zealand Public Sector
- Mauricio Corona, "ITSM Maturity Assessment," La Salle University, Mexico City, Consulting Member, 2008- Present
- Persinger, Jon Ph.D., Indiana State University (ITSM-related), 2008 – 2011.
- Rennick, Dawn, Cappella University, "Service Management Perceptions in Business," Summer, 2009 – 2011.
- Russo, Nancy, 1993, Committee Membe, *An Exploratory Study of Innovation in Application System Development*, , Georgia State University

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Other Universities – Continued

Ph. D. Committees

Courter, Steven , 1992, Committee Member, Georgia State University
Wynekoop, Judy L. , 1991, Committee co-chair, *An Innovation Study of the Implementation of Computer-Aided Software Engineering Tools*, Georgia State University
Harris, Albert, 1990, Committee Member, Georgia State University

M.S. Supervisory

MS,Thesis Co-advisor, Greg Martin, Canterbury University, sing Q-Sort to study ethics, 2015
MS Thesis External Examiner, Stuart Allcock, Towards a framework for Information Policy for Cloud Computing in South African organizations, Rhodes University, 2013.
Mohammed, Shabbir, *Information Technology Service Management in Enterprise Organisations: A Cross Case Analysis*, Griffith College Dublin, Ireland, 2009.
Truffa, Gianpaolo, Carlo Cattaneo University , *The Role of IT in Servitizing Manufacturing Change to Service-Oriented*, Consulting member, 2009 – 2011
Alegria Ramirez Davila, Raquel, Universidad Autónoma de Aguascalientes, An Industrial Engineering-based Approach to Process Modeling using IDEF and ITIL, Summer, 2009 - 2010. Consulting Member
Choudaha, Rahul, University of Denver (ITSM in Higher Education related) , 2008, Consulting Member
Chuang, Chungpin, *Object Oriented Database Concurrency Control*, Baruch College, CUNY, 1992.
Moy John, - *LAN's - Present and Future*, Baruch College, CUNY, 1992.

University Committees/Service

University of Dallas, 2001- Present

University Service

Promotion and Tenure Committee, 2007-2008, 2015-16, 2016-2017
Piper Teaching Award Committee, 2014, 2015
Faculty/Staff Grievance Committee, September, 2003-2007
Copyright and Intellectual Property Committee, 2012-2013
Library Committee, 2010-2011
UD Alumni Phone-A-Thon, 2002–2005
Undergraduate President's scholar interviews, February 22, 2003

Satish & Jasmine Gupta College of Business Service

Doctoral Admissions, 2015-2016
Masters AOL, 2015-2016
Tenure and Promotion, 2015-2016
Academic Review Board, Chair, 2014-2015
Faculty Development Committee, 2013 -- 2015
DBA Development Committee, 2013 -- 2015
Curriculum Committee, 2010 – 2012, 2013 -- 2014
GSM Admissions Committee, 2011-2013
MS Continuous Improvement Committee
2011-2012, Chair,
2012-2013, Member
2015-2016, Chair
2016-2017, Member
Retention Committee, 2010 -- 2011
Mentor for Liz Mulig, 2015-2016
Mentor for Sandra Blanke, Susan Rhame, Liz Mulig, 2012 - 2013
Mentor for Sandra Blanke, Brett Landry, Elizabeth McGrady, 2009 - 2010
Mentor for Tim Galpin, 2008 – 2009
Women of Excellence Event, Co-Chair with Elizabeth McGrady, October 28, 2007
Dean's Welcome, 2008-Present
Capstone Day Lecture, 2005-2008

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Capstone Improvement Committee, 2001 – 2011
Chair, 2009-2011
Technology Committee 2009-2010
Technology Improvement and Application Committee, 2001-2002

University Committees/Service

Satish & Jasmine Gupta College of Business Service -- Continued

Business scholarship interviews, February 21, 2003, December 7, 2003
Special lecture to Brian Murray's Research Methods class on "Research Opportunities in IT, ITSM, and IA," June 6, 2006.
Reviewer, Hudson Scholars Essay Contest, GSM HealthCare program, 2005
Faculty mentor, Women in Business, 2005-2006
Faculty mentor, WIB Affinity Group, 2006
Speaker Series, 2002-2004 but also recruit/sponsor speakers for 2006, 2007; 2008
Information Sessions (Min 5/year)
Technology MS Programs (IT/ITSM/IA) Reviewer/Committee Member, 2007-present

GSM- Information and Technology Management (formerly the IT) Program Director for MS/MBA's, 2001-Present

DBA Qualitative methods course design, 2014-15
Web site for I&TM and Cybersecurity redesign participation and collateral development, 2014
MS Program Assurance of Learning Redesign, 2014
MS Thesis Advisor for IT and IA programs, Spring, 2012, 2013
TECH 6370 Process Mapping & Management Course redesign, 2006, 2011
Curriculum Redesign, 2004, 2007, 2009, 2010, 2012
MS Program Design, 2004, 2012
Supervise student workers, 2001-2002, 2005, 2009
Assist students in POS development and job assistance, ongoing
Industry and university relations, ongoing
Oversee student internships, ongoing
Recruit and manage advisory board for the program, 2001 - 2010
Recruit and plan adjunct teaching assignments for IT program, ongoing

GSM-IT Service Management Program Director, 2005-2010

Program Curriculum Design both MS and MBA programs, including accreditation for student certifications, 2005, 2009
Recruit five original authors of ITIL, plus four other industry luminaries for ITSM program advisory council
Recruit and plan adjunct teaching assignments for the ITSM Programs
Participate in student recruiting through "Information sessions" and itSMF-USA booth
Industry and university relations
Hosted EXIN ITIL v3 Update and Exam, July 9, 2007
Recruited 2 new adjuncts for ITSM program
Oversaw 3 Student internships , 2009
Internship Program with Celanese Corporation – 3 students placed
Redesigned and co-developed the new ITSM program, including two new advanced courses:
Tech 7341 – Advanced Process Design (Summer/Fall, 2009)
Tech 7342 – Advanced Service Design (Fall, 2009)

GSM-Project Management Program Director, 2003-2005

Recruit and plan adjunct teaching assignments for the PM Program
Curriculum Design, 2003-2004

(JCBE) – College of Business Undergraduate Business Program Advisory Board, 2004 – 2012

Coordinate Revisions to undergraduate International Business Syllabus

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Service, Other Universities

Southern Methodist University, 1994-1999

- Web Advisory Committee, 1998-1999
- Distance Learning Committee, 1998-1999
- Edwin L. Cox School of Business
 - Cox School Executive Committee, 1997-1998
 - EMBA Coordination Committee, 1997-1998
 - Technology Planning Committee, 1995-1999
 - Community Partners Program Mentor and Reviewer, 1995-1997
 - World Wide Web Site Coordination, Development and Implementation, 1994-1999
 - Information Systems Organization Advisor, 1995-1999
 - Center for Non-Profit Management -- Supervised over 20 technology audits for CNM member organizations, 1994-1995
- Undergraduate Mentoring
 - Over 45 independent study projects relating to MIS work, 1995- 1999
 - Consult with student entrepreneurs on their start-up companies:
 - Ambient Software, Inc.
 - Insoft Solutions
- Departmental Service – MIS Program
 - Undergraduate Curriculum Redesign, 1997-1998
 - AACSB Program Review, 1998

Baruch College, CUNY, New York, NY, 1990-1992

- Masters Theses Supervised, Baruch College, 1990-1992
 - Chungpin Chuang - *Object Oriented Database Concurrency Control*, 1992.
 - John Moy - *LAN's - Present and Future*, 1992.
- CUNY Grad School Mentor Program, 1990-1993.
 - Karen Ross, graduated June, 1994
 - Michael Peila, graduated June, 1993.
- Volunteer Teaching - Freshman Seminar, Fall, 1991
- University Committees
 - Educational Computer Policy and Utilization, 1991-1992.
 - Information Systems and Services Planning, 1992.
- Department Committees -- CIS Group
 - Software/Hardware Acquisition, 1990-1992.
 - Undergraduate Curriculum Redesign, 1991-1992
 - Graduate Curriculum Redesign, 1992.
 - Speaker's Series Co-Chair (Initiated the series with B. Helfft), 1992.

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Community Service

Managed capstone projects that benefited the following not-for-profit organizations 2001-Present:

- Christ Trumpeters Church, Irving, TX – Develop fund raising, IT network, web site architecture, and membership programs to help build the church.
- Innovation Institute, Duncanville, TX -- Develop SWOT and program recommendations in addition to defining marketing programs and web site architecture
- Prison Entrepreneurship Program, Houston, TX – Evaluate organization expansion opportunities, risk management
- Prison Outreach Program, Irving, TX – Evaluate and recommend management strategy
- Families for the Rainforest Web Site Design and Deployment
- Bishop Lynch High School, Dallas, TX – Technology Strategy Focus Groups and Recommendations; Web Site Design
- itSMF Dallas Local Interest Group, Dallas, TX – Survey design, implementation, analysis, and report
- Phyllis J. Bedford, Hurst, TX – Web Site Design
- Families for the Rain Forest, Dallas, TX – Web Site Design
- Aids Arms, Dallas, TX – Technology Audit
- 2003 US Figure Skating Association National Competition, Plano and Dallas, TX (2 Projects) – Develop and maintain web site
- Brookhaven Jr. College tutoring program, Dallas, TX -- Database application design, development, testing, implementation,
- Center for Non-Profit Management, Dallas, TX (4 projects) – Business Office Management/Teaching, Database enhancements, Project Management and contract negotiation, Develop and maintain web site
- Chamber of Commerce for Individuals with Disabilities (CCID), Dallas, TX (22 Projects) – Design and develop eUniversity courses for starting a home business, web deployment of eUniversity and home business courses, Design and develop lowcostdrugs.org an organization for low-income and disabled users to obtain drugs at reasonable prices, Web Strategy for four sites, WAP-enabled LowCostDrugs.org site; various Site upgrades; Define links page to facilitate 'destination' designation for the web site; Develop and deploy starter templates for business plan development.
- MetroCrest Services, Carrollton, TX – Business process redesign & Donor software implementation
- Partnership for the Environment, Dallas, TX – Web content and site development
- Salvation Army, Dallas, TX (4 Projects) – Database application design, development, testing, implementation, DB upgrade, web site development
- Sequoia, Irving, TX (3 Projects) – WebSite, Deployment of accounting software, Upgrade telecomm capabilities
- The Alexander School, Richardson, TX – Web site design & deployment
- The Championship Debate Group, Denton, TX - Develop, test, deploy database-driven web site with admin back-end for sign-up and tracking of debate students, faculty and class plans; 40 reports
- The Child & Family Resource Clinic, University of North Texas, Denton, TX – Access database design and application development
- The Dallas CASA, Dallas, TX – Database reporting consolidation and government-required report development
- The Exchange Club Center for the Prevention of Child Abuse (EXCAP), Dallas, TX (2 Projects) – Technology audit and Database application design, development, testing, implementation
- The Leslie K. Bedford Foundation, Irving, TX – Web Site, Reports, Access Financial tracking system with reports.
- The Salvation Army ARC, Dallas (3 Projects) – Access database applications for Auto Auction management & Auto Auction web pages
- The Suicide and Crisis Center – Technology Audit
- The Womens' Museum (6 projects) – All Database application design, development, testing, implementation.
- University of Dallas, GSM IT Services -- eMail Software Evaluation
- University of Dallas, IT Program – Develop and maintain web site, 2002-2004
- University of Dallas, Supply Chain Program -- – Develop and maintain web site, 2002-2003
- University of Dallas, Alumni Relations – (3 Projects) Develop and deploy an SQL/VB alumni database in SQL, then translate to Cold Fusion, then upgrade and debug CF implementation
- Council of e-Commerce Consultants, 2001 -
- Texas Women's University, School of Management, Advisory Board, 2001-2002

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Community Service -- Continued

Habitat for Humanity

Misc. volunteering, 2005-2007.

Bake sale cooking, raised \$2,700 -- April-June, 2005; \$3,000 -- January-April, 2006.

Blitz Build, 2002.

Center for Non-Profit Management Training

Introduction to Web Design 2001-Present, (7 Presentations)

Intermediate Web Design Workshop, 2002 – Present, (4 Presentations)

MentorNet, Computer Science mentor, September, 2002–2003

2003 US Figure Skating Association National Competition, Volunteer, 10 days in 2003.

Bent Tree Homeowner's Association, Vice President, 1993- 2005.

Professional Activities

Editorial Boards

Information Systems Management–

Senior Guest Editor, Special Issue on Servitizing IT, 2009

Senior Associate Editor, 2008- Present

Associate Editor, 1996-2008

Information Systems Journal

Associate Editor, 2007-2012

South African Computer Journal

Associate Editor, 2015-Present

e-Services Journal

Guest Editor (with Tom Stafford, U. of Memphis), on "IT Service Management for publication in 2010.

Sr. Editor, 2010 - 2012

The Journal of Strategic Information Systems, Special Issue on IT Services Management

Guest Editor with Guy Gable, Erwin Feilt, Axel Kortheus, Tilo Böhmman, 2011-2012

Management Information Systems Quarterly

Associate Editor for Special Issue on Privacy, 2008-2011

Management Information Systems Quarterly Executive (MISQE)

Associate Editor, 2006 - Present

International Journal of Doctoral Studies, Associate Editor, 2006 - 2012

European Conference on Information Systems -- Associate Editor, 2002, 2008, 2009, 2010

Technology Studies -- Associate Editor, 1995-1999

Prentice Hall Case Series for Management Information Systems, Editor, Joyce Elam, 1998

Sue Conger

Professional Organizations

Information Technology Service Management Forum (itSMF), 2005 - Present

Awarded itSMF-USA Industry Knowledge Contribution Award, 2007
Academic Executive Committee – 2005 – 2010
Member of Management Team – 2005 – 2010

ITSMF Chair, Relationships and Communications Subcommittee, 2005-2009

Responsibilities include Annual Academic Forum, Communications with Local Interest Groups (LIGs), Sponsorship/Coordination of liaison with ITSMF for speakers, research sites, adjuncts, etc. for interested universities
Program Committee, 4th Annual meeting, September 21-23, 2009.
Speaker, 4th Annual meeting, September 21-23, 2009.
Program Committee, 4th Annual Academic Forum, Dallas, September , 2009.
Local Arrangements, 4th Annual Academic Forum, Dallas, September , 2009.
Program Committee, 3rd Annual Academic Forum, San Francisco, September 16-19, 2008.
Local Arrangements, 3rd Annual Academic Forum, San Francisco, September 16-19, 2008.
Host, 3rd Annual Academic Forum, San Francisco, September 16-19, 2008.
Speaker, 3rd Annual Academic Forum, San Francisco, September 16-19, 2008.

ITSMF Chair, Research Subcommittee, 2009-2010

Design and implementation of academic research program -- Kickoff 2009
Initiate student research competition -- Kickoff, 2009.

ITSMF Academic Alliance Committee, 2006 – 2008 (Reorganized as AEC above)

Program Committee, 2nd Annual Academic Forum, Charlotte, September 15-21, 2007.
Chair, ITSM Research Center of Excellence (IRCOE) Formerly the Research Sub-Committee, 2009 – Present
Initiated a research program with corporate sponsors
Initiated a student paper competition
Local Arrangements, 2nd Annual Academic Forum, Charlotte, September 15-21, 2007.
Host, 2nd Annual Academic Forum, September 15-21, 2007.
Speaker, 2nd Annual Academic Forum, September 15-21, 2007.
Program Committee, 1st Annual Academic Forum, October, 26-27, 2006.
Local Arrangements, 1st Annual Academic Forum, October, 26-27, 2006.
Host , 1st Annual Academic Forum, October, 26-27, 2006.
Speaker, 1st Annual Academic Forum, October, 26-27,

Host EXIN Meetings at U.D., August and December, 2007

Host ITSMF Dallas Local Interest Group, January 17, 2008
Member, National itSMF-USA Advisory Board, 2008-2009
Dallas Local Interest Group, 2005 – Present
Board Member, 2009 - present
Member Speaker Committee
Host ITSMF Dallas Local Interest Group, July 16, 2009.
Host ITSMF Dallas Local Interest Group, October 15, 2009.
Member, National itSMF-USA Advisory Board, 2008-2009
Member, Advisory group on formation of *ITSM Journal*, an itSMF International activity, 2007- present

Sue Conger

Professional Organizations -- Continued

Association for Information Systems, 2002 – Present

Vice President, SIGs, Chapters and Affiliated Organizations, 2007-2010

Designed and audited 33 Sigs, 2009-10

Designed and audited 23 Chapters, 2009-10

Advisory Board, Sprouts Working Papers on Information Systems, <http://sprouts.aisnet.org> , 2009 - Present

American Conference on Information Systems (AMCIS)

Ph.D. Consortium Faculty Mentor, 2006.

Participant, Dallas, 2002.

SIGSVC Track co-Chair, 2009, 2012.

SIGSVC Mini-track Chair for Servitizing IT, 2009.

International Conference on Information Systems (ICIS), 1986 - Present

Secretary of Executive Committee, 1991-1995

Chair, Site Selection Committee, 1994-1995

Member, Financial and Conference Management Alternatives Committee,
1995-1996.

Member, Program Committee, 1999.

Senior Faculty in Junior Faculty Consortium, 2001, 2005

Chair of Junior Faculty Consortium, 2002, 2003

Work with F. Niederman, University of St. Louis, to petition annual funding and support of the Junior Faculty Consortium as an official activity of the ICIS conference.

Speaker at ICIS meetings (panel or paper presentation) in 1987, 1989-1991, 1993-1995, 1998,

2001, 2006, Discussant, 1999, 2007, 2015, 2016

Assistant Editor for the IS Security and Privacy track, ICIS2008

Co-Chair Editor for the IT Services Track, ICIS 2010, ICIT 2014

Special Interest Group on Services Management (SIGSVC), 2006 – Present

Founding Member, 2006

Secretary/Treasurer, 2010-2011

President, 2007-2010.

Organizing Committee AIS Special Interest Group for Service Management, 2006-2007

Coordinator/Principal Author Petition for AIS Special Interest Group on Service Management, 2007

Conference Chair, SIGSVC (Service Management), Montreal, Ca, 2007

Conference Co-Chair, Host, and Speaker, Workshop on ITSM, Held at IBM, Paris, France, December 18, 2008.

Conference Co-Chair, Co-Host, and Speaker 4th SIGSVC Meeting, St. Louis, MO, December 12, 2010

Web development and maintenance 2006-2010

Co-Conference Chair, Co-Host, and Speaker, 6th SIGSVC Meeting, Orlando, FL, December 15, 2012

Program Committee, 2013 (Milan did not attend), 2014 (Auckland)

Conference Chair, Co-Host, and Speaker, 2015, Ft Worth, TX

Special Interest Group on Security and Privacy (SIGSEC), 2006 – Present

Conference Co-chair, 2006

Founding Member, 2006

Organizing Committee, 2006-2007

Special Interest Group for Developing Countries (SigGLOBDev), 2015-Present

Speaker, 2015

Program committee, 2016

Special Interest Group for the Changing Nature of Work (IFIPS 9.2) 2015-Present

Speaker, 2015, 2016

Program committee, 2016

European Conference on Information Systems (ECIS) – 2001-Present

Associate Editor, Program Committee 2002, 2009, 2010

Reviewer, most years, 2001-present

Diffusion Interest Group in Information Technology (DIGIT), 1989 -2001 (Became SIGADIT in AIS)

Co-Founder, 1989

Sue Conger

Program and Arrangements Committee, Copenhagen, Denmark, December, 1990.
Local Arrangements Chair, New York, 1991
Program Committee, 1993, 1994.
Speaker at DIGIT meetings (panel or paper presentation) in 1994, 1997, 1999

Professional Organizations -- Continued

2010 Reviewer for ISO/IEC 20000 IT Service Management Standard.

2010 Referee, Australian Computer Society, Queensland Branch, ICT Award for Service Delivery and Training.

US ISO/IEC Advisory Board for IS/IEC 20000 – ITSM Standard, 2010 - Present

Program Committee, VI International Academic Conference on IT Governance and Service Management, Madrid, Spain, June 1-2, 2011.

Association of Computer Educators in Texas (ACET) 2011, Advisor to the Board 2010-2011

Conference on Information Resource Management (Conf-IRM)

Organizing Committee, May, 2007 - 2011
Program Co-Chair, Seoul, May 2010 – May, 2011
Privacy/Security Track Co-Chair, May, 2011
Local Arrangements Co-Chair, Jamaica, 2010
Program Co-Chair, Dubai, May 2009
Track Chair for IT Service Management, 2008, 2009, 2011
Track chair for Emerging Technologies, 2009
Program Committee, 2007
Presenter 1996, 2005, 2007, 2008 (2), 2009 (3), 2010 (3)
Program Committee, IRMA Conference, 2005, 2007
Session Chair, Privacy and Security, 2007
Session Chair, ITSM, 2009

IBM The 3rd International Conference on the Virtual Computing Initiative (ICVCI 3), Raleigh, NC, October 22-23, 2009

Program Committee, 2012
Program Co-Chair, 2009
Presenter, 2007, 2009

IEC/TC 113 -- IEC Technical Committee 113 on Nanotechnology Standardization for Electrical and Electronic Products and Systems

Guest of the committee, 2009 - 2011

5th International Conference on Innovations in Information Technology, Al Ain, United Arab Emirates

Co-Chair Information Systems & Services Track, 2008
Technical Program Committee, 2008

Information Systems Auditing and Control Association (ISACA), 2004 – 2009

Certified Information Systems Auditor (CISA), 2004.

Society for Information Management, 1990-1991, 2006 – 2011

Dallas Local Interest Group, 2006 – 2011
Atlanta Local Interest group, 1989 – 1991.

Association for Computing Machinery (ACM) 1985 -Present

SIGMIS (Special Interest Group on Management of Information Systems)

Sue Conger

Secretary/Treasurer, 1991-1993
Chair of Nominations Committee, 1996.
SIGCSE, SIGTOOIS

Professional Organizations -- Continued

Project Management Institute, 2004 – 2010

International Federation of Information Processing Societies, (IFIPS) Working Group 8.2, Research in IS, 1988-

Local Arrangements Chair, New York, 1991.
Program Committee, Minneapolis, MN Conference, June, 1992.
Program Committee, London, England Conference, June, 1993.
Program Committee, Philadelphia, PA Conference, June, 1997.
Conference Co-Chair, Salt Lake City, UT, June, 2001.
Speaker at IFIPS meetings (panel or paper presentation) in 1990, 1992, 2001, 2006

IEEE Computer Society, 1985 - Present

ADA Conference, 1991.

Academy of Management, 1988 - Present

Organizational Communication and Information Systems (OCIS) Division
Social Issues in Management (SIM) Division
Technology and Innovation Management (TIM) Division
Speaker at Academy national meetings (panel or paper presentation) in 1994, 1997, 1999, 2005.

Association for Women in Computing, Dallas Chapter

Member 1999-2003
Invited speaker, 2000, "The Future of the Internet"
Invited speaker, 2002, "The Future of the Internet Revisited"

Conference on Advanced Information Systems Engineering (CAISE-95)

Program committee, 7th Annual Conference, Jyvaskaala, Finland,
June 12-16, 1995.

Conference on Method Engineering, Atlanta, GA, August 25-29, 1996.

Program Committee
Poster Session presentation

Boards

Texas Woman's University March, 2000-2002
Advisory board to the Business School.
IValue Group, June, 1999 – 2001
Board of Directors

Scholarship

Publications

Dissertation

Conger, Sue, *An Exploration of Information technology Use for Inter-Unit Coordination*, Ann Arbor, MI: UMI, 1988.

Sue Conger

Books and Electronic Media

- Conger, Sue, *Process Mapping and Management*, NY: Business Expert Press, 2011.
- Ditsa, George, Sue Conger, and Lech Janczewski, Editors. *Proceedings of the 2nd Annual Conf-IRM Conference*. Al-Ain, U.A.E., May 21-23, 2009. ISBN 978-0-453-15121-8.
- Conger, Sue, and Richard O. Mason, *Planning and Designing Effective Web Sites*, Boston, MA: Course Technology, Inc., 1998.
- Conger, Sue A., *Instructor's Manual to accompany Planning and Designing Effective Web Sites*, Boston, MA: Course Technology, Inc., 1998.
- Conger, Sue A. and Carlos Mendez, *CD-ROM to accompany Planning and Designing Effective Web Sites*, Boston, MA: Course Technology, Inc., 1998.
- Carlos Mendez, Aaron Shows, and Sue A. Conger, *CD-ROM to accompany Computers and Information Processing*, Second Edition, by Fuller, F., Manning, B., and Conger, S. A., Boston, MA: Course Technology, Inc., 1997.
- Conger, S. A., *The New Software Engineering*, Belmont, CA: Wadsworth Publishing Co. (Now Course Technology, Inc.), 1994 . Republished 2008 under Creative Commons License.
- Conger, S. A., and Connie E. Wells, *Instructor's Manual to Accompany The New Software Engineering*, Belmont, CA: Wadsworth Publishing, 1994.
- Davis, Gordon B., Margarethe H. Olson, Sue A. Conger, and Jan I. DeGross, *Instructor's Manual to Accompany Management Information Systems: Conceptual Foundations, Structure, and Development*, McGraw-Hill, 1985.

Refereed Journal Articles

- Morrow, D. and Conger, S. 2016. Finding Meaningfulness In-Work: Why Sensitivity Matters. *Journal of Positive Management*, 6(2-4)..
- Conger, Sue, 2015. "Knowledge Management in Remote Rural ICT4D Projects in South Africa," *Journal of IT for Development*. 21(1), 113-134.
- Fielt, E., Böhmman, T., Korthaus, A., Conger, S.; Gable, G. 2013. Service Management and Engineering in Information Systems Research, *Journal of Strategic Information Systems* 22(1), 46-50, March.
- Conger, Sue In Press. Knowledge Management in LliSA Projects, Proceedings of SAICSIT, The annual research conference of the South African National Computing Society, East London, South Africa, October 7-9, 2013. Published by The Association for Computing Machinery (ACM), NY, NY.
- Conger, Sue and Miller, Rich In press. Problem-Based Learning Applied to Student Consulting in a Lean Production Course. *Journal of Higher Education Theory and Practice*
- Mulig, L., Conger, S., and Blanke, S., 2014. Linking IS Audit Concepts to the Real World via an Experiential Exercise. *Business Studies Journal*.
- Conger, S., J. Pratt and K.D. Loch, "Personal Information Privacy: New Millennium, New Problems," *Information Systems Journal*, 2012. DOI: 10.1111/j.1365-2575.2012.00402
- Conger, Sue, (2011) Software Development Life Cycles and Methodologies: Fixing the old and adopting the new. *International Journal of Information Technologies and the Systems Approach (IJITSA) Special Issue on Service-oriented Software Engineering: Foundations, Architectures, SDLCs and Innovative Applications*. M. Mora, A. Steenkamp, and C.S. Gonzalez, Editors. 4(1), 1-22.
- Conger, Sue and Carol Pollard, "Servitizing Introductory MIS Texts," Proceedings of the Third International Conference on Virtual Computing Initiative, October, 22-23, 2009, Research Triangle Park, NC, USA. Published by ACM, Forthcoming.
- McGrady, E., S. Conger, S. Blanke, and B.J.L. Landry. "Emerging Technologies in Healthcare: Navigating Risks – Evaluating Rewards." *Journal of Healthcare Management*. 55(5) pp. 353-365 September/October, 2010.
- Galup, Stuart, Ron Dattero, Jim Quan, and Sue Conger, "An Overview of Information Technology Service Management," *Communications of the ACM*, 52(5), 124-127, 10.1145/1506409.1506439, May, 2009.
- Conger, S. and B. Picus, "Sustainable Certification using ISO/IEC 20000," *American Society for Quality's Quality Management Forum*, Spring, 2009, pp 14-19.
- Winniford, MaryAnne, Conger, Sue, and Erickson-Harris, Lisa, "Confusion in the Ranks: IT Service Management Practice and Terminology," *Information Systems Management, Special Issue on IT Service Management*, Edited by Aileen Cater-Steel, 26(2), Spring, 2009.
- Conger, Sue, Venkataraman, R., Hernandez, A., and Probst, J., " Current state of ITSM in Academia, Industry, and Hiring Practices: A survey ITSM and Market Potential for Students – Who is hiring?" *Information Systems Management, Special Issue on IT Service Management*, Edited by Aileen Cater-Steel, 26(2), Spring, 2009.
- Conger, Sue, "Information Technology Service Management and Opportunities for Information Systems Curricula," *International Journal of Information Systems in the Service Sector (IJISSS) Special Issue on The Engineering, Management, and Philosophy of Service-Oriented Information Systems*, Forthcoming, Apr-Jun 2009, 1(2), pp 58-68.

Sue Conger

Refereed Journal Articles -- Continued

- Pratt, J., and S. Conger "Without Permission: Privacy on the Line," *International Journal of Information Security and Privacy*, 3(1), 31-46, January-March 2009.
- Conger, Sue, "Personal Information Privacy: A Multi-Party Endeavor," *Journal of Electronic Commerce and Organizations*, 7(1) January-March I, 2009, p 71-82.
- Galup, S., Dattero, R., Quan, J., and Conger, S. An overview of Information Technology Service Management. *Communications of the ACM*, 52(5), pp. 124-127, May, 2009.
- Beachboard, John, Sue Conger, Stuart Galup, Ramesh Venkataraman, Alex Hernandez, and Jack Probst, "IT Service Management in the IS Curriculum: A Roadmap", *Communications of the Association for Information Systems (AIS)*, 20, 555-566, 2007.
- Conger, Sue and Karen D. Loch, "Invitation to a Public Debate on Ethical Computer Use." *Database: Journal of the ACM Special Interest Group on Information Systems*, (32)1, 10-24., October, 2001.
- Loch, Karen D., Conger, Sue A., and Oz, Effy, "Privacy, Ownership and Monitoring in the Workplace: A Public Debate," *Journal of Business Ethics*, 18, pp. 199-209, May, 1998.
- Loch, K. D., and Conger, S. A., "Evaluating Ethical Decision Making and Computer use", *Communications of the ACM*, 39(7), 74-83, July, 1996.
- Kim, Jong and Conger, S. A., "The effects of program structure and complexity on maintenance quality: An empirical study", *Journal of Management Science*, Yeungnam University, Kyungbuk, Korea, pp. 165175, March, 1996.
- Prescott, Mary A., and Conger, Sue A., "Information Technology Innovations: A Classification by IT Locus of Impact and Research Approach", *Database: Journal of the ACM Special Interest Group on Information Systems*, 26(2-3), 20-41, May/August, 1995.
- Conger, S. A., Loch, K. D., and B. L. Helft, "Ethical Attitudes Toward IT: A Factor Analysis of Computer Use Attitudes", *Information Systems Journal*, 5(4), 161-184, 1995.
- Palley, Michael, and Conger, Sue, "Hospital Care Information Systems," *Health Care Management Review*, 20(2), 1995.
- Conger, S. A., and Loch, K. D., "Introduction: Special Issue on ethics and computer use" *Communications of the ACM*, 38(12), 30-32, 1995.
- Palley, Michael A., and Conger, Sue A., "Diagnosis related group reimbursement and health care information systems: A statewide survey", *Hospital Financial Management Association Newscast*, October 1994, 26(3), pp. 26-28.
- Vessey, I. and S. Conger, "Requirements Specification: Learning Object, Process, and Data Methodologies", *Communications of the ACM*, 37(5), May, 1994.
- Vessey, I. and S. Conger, "Learning to Specify Information Requirements: The Relationship between Application and Methodology," *Journal of Management Information Systems*, 10(2), Fall 1993 , pp. 177 – 202.
- Glass, R. G. Vessey, I., and S. A. Conger, "Software's Tasks: Intellectual or clerical?" *Information and Management*, Vol. 23, 1992, pp. 183-191.

Book Chapters

- Asare, E. and Conger, S. 2017 (est) Analyzing the impact of strategic performance management systems and role ambiguity on performance: a qualitative approach. In Kacprzyk, Janusz, Ed. *Developments and Advances in Intelligent Systems and Applications*, part of the *Studies in Computational Intelligence Series*. London: Springer (submitted Sept 19, 2016)
- Conger, S. 2015. Gamification of Service Desk Work, in *The Changing Nature of Work*, Jungwoo Lee, Editor. New York, NY: Springer-Verlag, 151-174.
- Conger, Sue. 2014. "Knowledge Management for Programs on Information and Communications Technologies for Development (ICT4D) in South Africa" In Kweku-Muata Osei, Gunjan Mansingh, and Lila Rao (Eds.) *Knowledge Management and Discovery for Development – Domains, Strategies and Technologies for Developing Countries*, NY: Springer-Verlag, 233-259.
- Conger, Sue and Jack Probst, 2014. "Knowledge Management in Service Desk Decision Making," in *Engineering and Management of IT-based Service Systems*, Manuel Mora, J. Gomez, and F.C. Perez, Editors, London: Springer-Verlag, 1-19.
- Conger, Sue. 2014. Systems Development. *Wiley Encyclopedia of Management*, Cary Cooper, and Detmar Straub and Richard Welke (Volume Editors of Volume 7), *Management Information Systems*.
- Conger, Sue. 2014. Management of IT Services. *Wiley Encyclopedia of Management*, Cary Cooper, and Detmar Straub and Richard Welke (Volume Editors of Volume 7, *Management Information Systems*, Detmar Straub and Richard Welke.
- Conger, Sue, 2014. Six Sigma and Business Process Management, in J. Vom Brocke and M. Rosemann (eds.), *Handbook on Business Process Management, Vol. 1, 2nd Edition*, NY, NY: Springer Publishing, May.
- Conger, S. Service Quality Measurement in a Service Desk Environment. White Paper for itsMF-USA, 2013.
- Conger, S. and Mason, R. O. 2013. Systems Analysis, In *Encyclopedia of Operations Research and Management Science, 3rd Edition*, Saul Gass and Carl Harris, Editors, Newell, MA: Kluwer Academic Publishers, 660-671.

Sue Conger

Conger, S. 2012. Service Quality: State of Research and Future Considerations, Ejub Kajan, Frank-Dieter Dorloff, Ivan Bedini, Editors. *Handbook of Research on E-Business Standards and Protocols: Documents, Data and Advanced Web Technologies*, IGI Global, Hershey, PA, pp. 537-566.

Book Chapters -- continued

- Conger, Sue. 2010. "Six Sigma and Business Process Management," in *Handbook on Business Process Management: Introduction, Methods and Information Systems (International Handbooks on Information Systems)* (Vol. 1). Jan van Brocke and Michael Rosemann, Editors, Heidelberg, Germany: Springer, pp. 129-150.
- Conger, Sue. 2010. "IT Infrastructure Library ITIL v3," *The Handbook of Technology Management Volume I*, Hossein Bigdoli, Ed., John Wiley & Sons, January, pp. 244-256.
- Conger, Sue and Landry, Brett J.L. 2009. "Disruptive Technology Impacts on Security," in Jatinder Gupta and Sushil Sharma, Eds, *Handbook of Research on Information Security and Assurance*, IGI Global, Inc., pp 280-290. ISBN: 978-1-59904-855-0.
- Conger, Sue, 2009. "Web 2.0, Virtual Worlds, and Real Ethical Issues," In *Social Networking and Web 2.0 Technology Trends*. P. Candace Deans, Editor, IGI Global, Inc., 105-117.
- Conger, Sue, "Emerging Technologies, Emerging Privacy Issues," in *Information Security, Privacy and Politics: Current Issues, Challenges and Solutions*, Ramesh Subramanian, Ed. Hershey, PA., IGI Global, Inc, 2008, pp. 211-235.
- Conger, Sue 2007. "Personal Information Privacy: The World Has Changed", *Managing Worldwide Operations and Communications with Information Technology*, Mehdi Khosrow-Pour, Editor, Hershey, PA., IGI Global, 1242-1260; ISBN: 978-1-59904-929-8 2008.
- Conger, Sue, 2004. The Impact of Agile SAP on the Supply Chain", in *Managing Business with SAP: Planning, Implementation and Evaluation*, Linda Lau, Editors, Harrisburg, PA: Idea Group Publishing, 2004, pp 64-89. (Funded by King-Hagggar Award, University of Dallas)
- Conger, Sue, "E-Government in 21st Century America," in *e-Business in the 21st Century*, Edited by Sushil K. Sharma and Jatinder Gupta, Sydney, Australia: Heidelberg Publishing, 2003.
- Mason, Richard O., and Conger, Sue A., "Systems Analysis", In *Encyclopedia of Operations Research and Management Science, 2nd Edition*, Saul Gass and Carl Harris, Editors, Newell, MA: Kehler Academic Publishers, 2001, p. 811-820.
- Mason, Richard O., and Conger, Sue A., "Yield Management", In *Encyclopedia of Operations Research and Management Science, 2nd Edition*, Saul Gass and Carl Harris, Editors, Newell, MA: Kehler Academic Publishers, 2001, p. 891-893.
- Schultze, U. and S. Conger, "Understanding E-Commerce through Genre Theory: The Case of the Car-Buying Process." In *New Information Technologies in Organizational Processes: Field Studies and Theoretical Reflections on the Future of Work*, ed. Ojelanki Ngwenyama, Lucas Introna, D., Michael D. Myers, and Janice I. DeGross, 219-239. Boston: Kluwer, 1999.
- Conger, S. A., "14 Steps to Becoming a Webmaster", incorporated as 14 chapter sections in Fuller, F., Manning, B., and Conger, S. A. *Computers and Information Processing*, Second Edition, Boston, MA: Course Technology, Inc., 1997.
- Conger, S. A., "Center for Child Development Cases A, B, and C," in *A Casebook for MIS, 3rd Edition*, H. C. Lucas, Jr., McGraw-Hill, 1985.
- Mason, Richard O., and Conger, Sue A., "Systems Analysis", In *Encyclopedia of Operations Research and Management Science*, Saul Gass and Carl Harris, Editors, Newell, MA: Kehler Academic Publishers, 1996, pp. 660-670.
- Mason, Richard O., and Conger, Sue A., "Yield Management", In *Encyclopedia of Operations Research and Management Science*, Saul Gass and Carl Harris, Editors, Newell, MA: Kehler Academic Publishers, 1996.
- Conger, S. A., "Teaching Globalization in Information Systems Courses," in *Global Information Technology Education: Issues and Trends*, M. Khosrowpour and K. D. Loch, Editors, Harrisburg, PA: Idea Group Publishing, December, 1992, pp. 313-353.
- Conger, S. A., "An Innovation Theory of End User Computing," in *Research on Systems Analysis and Design*, W. Cotterman and J. Senn, Editors., London: John-Wiley, 1992, Chapter 6, pp. 79-89.
- Conger, S. A., "Information Technology and Inter-Unit Coordination", In *Technological Innovation and Human Resource Management: Organizational Communications, Volume 3*, Urs Gattiker, Editors, New York: deGruyter Publishing, 1992, pp. 63-116.

Refereed Conference Proceedings

- Conger, Sue and Miller, Rich, Food Bank Warehouse Processes & IT Support Teaching Case. Accepted for presentation and publication to the Teaching Case Track of the International Conference on Information Systems, December 11-14, 2016. Dublin, Ireland.
- Conger, Sue and Miller, Rich, Food Bank Warehouse Processes & IT Support Teaching Note. Accepted for presentation and publication to the Teaching Case Track of the International Conference on Information Systems, December 11-14, 2016. Dublin, Ireland.
- Morrow, Donna, Asare, Enoch, & Conger, Sue. 2016. Exploring SPMS and Job Crafting as Strategic Motivation for Meaningfulness and Engagement. Accepted for poster presentation at the 6th Annual Executive Doctorate in Business Administration Council (EMS), September 8-11, Paris, France.

Sue Conger

Conger, S., Krauss, K., Simuja, S. 2016. Issues in Using Internet in Remote South African High Schools. Accepted for Presentation at the Conferencia berica de Sistemas Tecnologias de Information (CISTI) 2016, Grand Canaria, Spain, June 15-18.

Refereed Conference Proceedings -- Continued

Asare, E. and Conger, S. 2016 Strategic Performance Measurement Systems and Employee Performance. Accepted for Presentation at the Conferencia berica de Sistemas Tecnologias de Information (CISTI) 2016, Grand Canaria, Spain, June 15-18.

Simuja, C., Krauss, K., Conger, S. 2016. *Achieving inclusive and transformative ICT education practices in rural schools in marginalized communities*. Presented at the Conf-IRM Conference, Cape Town, S Africa May 18-20.

Morrow, D. & Conger, S. (2016). Finding meaningfulness in work sensitivity: A new construct. Presented at the Western Academy of Management, March 9-12, Portland, OR.

Conger, S., Fernando-Lamela, D., Krcmar, H., Narayan, R., Rogers, D., and Schultze, U., 2015. A Dialectic on Graduate Analytics Education. Accepted for panel presentation at the 36th International Conference on Information Systems, Fort Worth, TX, December 13-16

Krauss, K. Simuja, C., and Conger, S. 2015. ICT education practices in marginalized rural schools in South Africa: considerations for adequate sensemaking and immersion. Proceedings of AIS SIGGlobDev Conference, December 13, 2015, Ft. Worth, TX.

Conger, S. 2015. Teaching computer skills in low-income environments. Tech & Learning Conference, Austin TX, Nov 6.

Morrow, D. and Conger S 2015 Meaningfulness In-Work: Sensitivity Matters, Positive Management 2015 Conference, Rotterdam, The Netherlands.

Conger, S., Krauss, K.E.M., and Simuja, C. 2015. Human Factors Issues in Developing Country Remote K-12 Education, Paper 2644, 6th International Conference on Applied Human Factors and Ergonomics (AHFE 2015) and its affiliated conferences to be held at Caesars Palace, Las Vegas, USA July 26-30, 2015.

Simuja, C., Krauss, K.E.M., and Conger, S. 2015. The issue of relevant utilisation of ICTs among teachers and rural high school learners in the Eastern Cape Province. Proceedings of Community Engaged Learning Symposium, Rhodes University, Grahamstown, South Africa, May 4-6

Conger, S. 2015 ITSM Transformation: Finding the Sweet Spot, ITSMF-NZ, Auckland, NZ, May 10-12.

Conger, S. (Keynote), Kroeze, J.H (Moderator), Benyon, R., Buckley, S., and Leonard, A. "Panel on ITSM in Tertiary Curricula," For presentation at the AIS SigSAIC Workshop at SAICSIT, East London, South Africa, October 7-9, 2013..

Conger, Sue Knowledge Management in LLI SA Projects, Accepted for SAICSIT, The annual research conference of the South African National Computing Society, East London, South Africa, October 7-9, 2013.

Mulig, L., Conger, S., and Blanke, S. 2013. Linking IS Audit Concepts to the Real World Via an Experiential Learning Exercise, Presented at The 5th Annual General Business Conference, April 19-20, Huntsville, TX

Rhame, S., Mulig, L., Blanke, S., and Conger, S. 2013 Teaching Ethics in Accounting and Technology MS Programs. Presented at SW DSI, March 12-15, Albuquerque, NM.

Conger, Sue and Miller, Rich. 2013. Problem-Based Learning for a Lean Six Sigma Course." Proceedings of SW Decision Sciences and Information Conference, March 12-15, Albuquerque, NM.

Conger, Sue, Hefley, B., Galup, S., and Dattero, R. 2012. "Service Quality Measurement: Past and Future," Proceedings of the Special Interest Group on Services associated with the International Conference on Information Systems (ICIS SIGSVC), December 15, Orlando, FL.

Miller, Rich and Conger, Sue. 2012. Problem-Based Learning Applied to Student Consulting for a Lean Production Course . Proceedings of Decision Sciences and Information Conference National Conference November 21-23, San Francisco, CA

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Conger, Sue. 2011. Service Quality: Status and Research Directions, Proceedings of the Spain ITSM Conference (Sexto Congreso Académico Internacional en Gobierno y Gestión del Servicio TI (ITGSM 2011)), June 1-2, Virtual Presentation.

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Conger, Sue, Technology Roadmaps' Importance to Librarians, University of North Texas, Invited talk at University of North Texas, SLIS 5712.001-- Managing Horizon Technology and Change, Denton, TX, October 7, 2011.

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- Conger, Sue, "IT Practice & The IT Job Market," Tecnológico de Monterrey, Campus Estado de México, México, November 13, 2008.
- Conger, Sue, "IT Practice & The IT Job Market," Asociación Nacional de Instituciones de Educación en Tecnologías de la Información, A. C., (ANIEI), Annual Student Conference, Monterrey, México, October 5-7, 2008.
- Conger, Sue, "Summary & Takeaways – 3rd itSMF Academic Forum," 3rd itSMF Academic Forum San Francisco, CA, September 5-6, 2008
- Conger, Sue, "Security from Policy to Practice," Technologica de Monterrey - Mexico City, June 26-28, 2008.
- Conger, Sue, "Availability and Capacity Planning," Technologica de Monterrey - Mexico City, May 25-27, 2008.
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- Conger, Sue and Ulrike Schultze, "Corporate Governance and Control: Making sense of Standards, Guidelines, and Frameworks," SIM Advanced Practices Council, Atlanta, GA, February 5, 2008.
- Conger, Sue, Michael Agar, Roberto Landa, Luis Linares, Sumeet Bhasin, and Narasimham Kota, "Pattonair IT Evaluation," Pattonair-US, Ft. Worth, TX, November 9, 2007 .
- Conger, Sue, "Incorporating ITSM in undergraduate programs," University of Houston Fall Retreat, October 27-28, 2007.
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- Conger, Sue and Ramesh Venkataraman, " Current state of ITSM in Academia, Industry, and Hiring Practices: A survey ITSM and Market Potential for Students – Who is hiring?" itSMF-USA Academic Forum, September 15-16, 2007.
- Conger, Sue and Ulrike Schultze, "IT Governance and Control: Making sense of Standards, Guidelines, and Frameworks" Society for Information Management Advanced Practices Council, May 22, 2007.
- Conger, Sue, "IT Governance and Control: Making sense of Standards, Guidelines, and Frameworks" Invited Talk, University of Limerick – Research Colloquium, LERO Irish Software Engineering Research Centre , Limerick, Ireland, March 7, 2007.
- Conger, Sue, "Emerging Technologies: Emerging Privacy Issues ", University of Galway, Galway, Ireland, March 6, 2007.
- Conger, Sue, "The Status of Academic Programs in ITSM: What You Can Do to Help," itPreneur's Partner Event, Miami, FL, February 12-13, 2007.
- Conger, Sue, "IT Service Management Skills and Training Alternatives" University of Houston, Information Systems Research Center Briefing, Houston, TX, January 18, 2007.
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- Conger, Sue & Beki Picus, "Sustainable Certification," Invited talk, Austin itSMF-Local Interest Group, April 17, 2007.
- Conger, Sue, "IT Governance and Control: Making sense of Standards, Guidelines, and Frameworks," Zicklin School of Business, Baruch College, City University of New York, September 14, 2006. (Research being conducted with Ulricke Schultze, SMU)
- Conger, Sue "Filling the Skills Gap in IT Service Management Implementation", IT Management Forum, March 15-16, 2006, Dallas, TX.
- Conger, Sue, "Directions of the IT Discipline," Invited talk and panel discussion, , Sponsored by the ISRC at University of Houston Business School, Houston, TX, May 19, 2005.
- Conger, Sue, "Managing Project Turnarounds," Invited Speech and Panel Discussion, Sponsored by the ISRC at University of Houston Business School, Houston, TX, October 21, 2004.
- Conger, Sue, "Dealing with Information Overload," Invited Speech and Roundtable Discussion, Sponsored by Avaya, Inc., Dallas, TX, October 12, 2004.
- Conger, Sue, "Quality Program Review," Invited Speech, The CMI Group, Carrollton, TX, January 29, 2003.
- Conger, Sue, "Quality Circles," Invited Speech, The CMI Group, Carrollton, TX, October 5, 2002, November 5, 2002, November 20, 2002, February 18, 2003.
- Conger, Sue, "The Baldrige Quality Program," Invited Speech, The CMI Group, Carrollton, TX, August 8, 2002; October 10, 2002, December 8, 2002.
- Conger, Sue, "Introduction to Web Design," for the Center for Non-Profit Management, October 11, 2001, December 11, 2001, January 18, 2002, May 15, 2002, November 7, 2002, March 27, 2003.
- Conger, Sue, "Intermediate Web Design Workshop," for the Center for Non-Profit Management, November 11, 2001, December 5, 2002.
- Conger, S., Part of WFAA News Presentation on the American Airlines Center's Technology, August, 2001 Aired 10 times.
- Conger, S., Quoted in *CIO Magazine* in an upcoming article on Internet Privacy and Personal Information Privacy, Fall, 2000.
- Conger, S., "eComm and IS Strategy," Invited presentation, Sabre Holdings, Dallas, TX, April-May, 2000 (3 sessions).
- Conger, S., "Electronic Commerce in Practice", Invited Presentation to Undergraduate Class, Oklahoma University, February 4, 2000.
- Conger, S., "Establishing an Electronic Commerce Major – Cross-Discipline Challenges," Invited Presentation to Business School Faculty, Oklahoma University, February 5, 2000.

Sue Conger

Conger, S., Invited Discussion, "The Buyout of Time-Warner by AOL: Is this the end of life as we know it?," NPR Radio (Local KVIL, 90.1 FM), Tuesday, January 13, 2000.

Other Presentations -- Continued

Conger, S., M. Cuban, R. Kirk, T. Wagner, G. Gilder, D. Tapscott, L. Lauer, C. Cryer (Moderator), "The Community of One", Sprint ION Conversations at the Intersection of Commerce and Technology (Global teleconference and Webcast)," February 25, 1999.

Conger, S. "Email Spam," part of a Channel 11, TV special hosted by Mark Levinsen, February 21, 1999.

Conger, S. "Drug Sales on the Internet" part of a Channel 8, TV special hosted by Sonya Van Sickle, February 20, 1999.

Conger, S., "Distance Learning," Presentation for KnowledgeWare a subsidiary of Fujitsu, Dallas, October 16, 1998.

Conger, S. A., 7 contributions to Kim Bayne's NPR Radio broadcasts on Web Business. Presented throughout July-October, 1998.

Conger, S. "Learning the ropes: SMU computer facilities and you," presentation for two sessions of freshman orientation, August 21, 1998.

Conger, S., "Electronic Commerce for Cox," Presentation for Cox Faculty and staff retreat, August 14, 1998.

Conger, S., "Using the Web: An introduction to electronic commerce and the World Wide Web," Presentation for executive management at Sewell Motor Company, May 20, 1998.

Conger, S. A., "Methods for Web site design," Research presentation at the National INFORMS meeting, Dallas, TX, October 28, 1997.

Conger, S. A., "Ethical and Legal Issues on the World Wide Web," Research presentation at the National INFORMS meeting, Dallas, TX, October 26, 1997.

Conger, S. A., "Ethical/Legal Issues on the Web," Research Seminar, Edwin L. Cox School of Business, October 24, 1997.

Conger, S. A., "HTML and Web Application Design," Invited Workshop, presented at Association of Computer Educators in Texas (ACET), October 3, 1996, Austin, TX.

Conger, S. A. "14 steps to becoming a Webmaster: Overview of the first 7 steps", SMU Faculty and Staff, June 12, 1996.

Conger, S. A., "14 steps to becoming a Webmaster: Overview of Steps 8-14", SMU Faculty and Staff, July 7, 1996.

Conger, S., "Cox experience with World Wide Web page design," Internet in the Classroom Conference, Sponsored by Center for Media Instruction, Southern Methodist University, Dallas, TX, May 17, 1995.

Conger, S., "Cruising the Net: Why? How?," for SMU 75th Alumni Conclave at the Edwin L. Cox School of Business, November 4, 1995.

Conger, S., "Object Oriented Analysis and Design," Invited Course, University of Jyväskylä, Finland, July 28-August 12, 1995.

Conger, S., "An introduction to the Internet," for the North Texas Freenet Seminar Series, Invited Talk, April 18, 1995.

Conger, S., "An Introduction to Information Engineering and Systems Development", Invited talk, Consulting Engagement, Dallas, TX, November, 1993.

Conger, S., "Ethical Attitudes Toward IT: Mason Revisited", Invited Talk, Southern Methodist University, October 1, 1993.

Conger, S., "Ethical Attitudes Toward IT: Does Past Research Miss the Mark?", Invited Talk, University of Texas at Arlington, June 6, 1993.

Conger, S., "Information Engineering Introduction and Overview," Invited Speech, Teacher's Insurance, New York, May, 1992.

Conger, S., "Data Modeling Workshop," Invited Workshop & Presentation, Teacher's Insurance, New York, May, 1992.

Conger, S., "Data Modeling", Invited Presentation, Teacher's Insurance, New York, September, 1991.

Conger, S. Videotape Presentation of Intelligent Test Bed Methodology and CASE Classification Software, Wrote, Directed, and Narrated the Presentation, 1990.

Conger, S., "Object-Oriented Application Development, Invited Course," Equifax Corp., Atlanta, Ga., 1990.

Work in Process

Meskelis, S. and Conger, Sue. Individual Level Perspectives in Strategic Alignment: A Case Study, Expected completion 4th q, 2016.

Conger, Sue and Miller, Rich, Food Bank Warehouse Processes & IT Support Teaching Case. To Be Submitted to NACRA.

Conger, Sue and Miller, Rich, Food Bank Warehouse Processes & IT Support Teaching Note. To Be Submitted to NACRA.

Aouam, M. and Conger, S. 2016. Comparing Steganography Techniques for Hiding and Detecting: Objects within Images and Audio Files.

Conger, Sue, *IT Service Management for Managers*, in development, expected completion, 2018.

Conger, Sue and Cater-Steel, A., Global ITSM Transformation Best Practices, for journal submission, expected completion 3Q, 2015

Conger, Sue, Krauss, Kirstin, Simuja, Clement (ND). Using the Internet to Teach in Poor and Rural Communities: South Africa versus the United States. In early stages.

Conger, Sue and Loch, Karen. (ND). Generational Differences of Internet Information Privacy in Data analysis.

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Conger, Sue. (3Q 2016). Good, Better, Best: Future Perfect Service Desks. To be submitted to *MISQ-Executive*

Conger, S. IT and Enterprise Architecture vs. Good IT Infrastructure Management: A Case Study.

Conger, S., Ed. Knowledge Management in 2017.

Conger, Sue. 2017 est. The Organization, Operations and Value of Service Desks in Data Centers. In Gomez, J.M., Mora, M, O'Conner, R., Nebel, W., and Raisinghani, M. Editors. *Engineering and Management of Data Centers: an IT Service Management Approach*. Part of the Series on Service Science: Research and Innovations in the Service Economy. Springer-Verlag, London Ltd

Conger, Sue. 2017 est. Strategies for IT Governance in 2020. Aruna K. Panda, Ed. *Society, Business and Strategies: Multi-disciplinary Approaches*. Palgrave Macmillan, London: UK Submitted Oct 30, 2016..