

MICHAEL MILOVICH JR., Ph.D., M.B.A.

Department of Marketing & Business Information Systems | William G. Rohrer College of Business
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EDUCATION

Doctor of Philosophy, Information Systems

Hankamer School of Business, Baylor University - Waco, TX
Dissertation: The Transparency of Information Systems Organizations

Master of Business Administration

Hankamer School of Business, Baylor University - Waco, TX
International Strategy Paper and Presentation: Light Rail Study for CB Richard Ellis Vietnam (Team Project)

Bachelor of Arts, Management with a Finance Concentration

Capital University (Summa Cum Laude) - Columbus, OH

ACADEMIC EXPERIENCE

Rowan University - Rohrer College of Business, Glassboro, NJ September 2016 to Present

Founded in 1923, Rowan University is a nationally ranked public university with its main campus in Glassboro, New Jersey. Under various expansion programs, Rowan has become the second institution in the nation to have both a D.O. granting medical school (Rowan School of Osteopathic Medicine) and an M.D. granting medical school (Cooper Medical School of Rowan University).

Assistant Professor of Information Systems

Researcher and instructor of management information systems in the department of Marketing & Business Information Systems in the Rohrer College of Business. Under international accreditation through the Association to Advance Collegiate Schools of Business, the college is committed to empowering students as knowledge workers through academic programs, real-world experiences, and integrated faculty research.

Researcher

Research interests are across two streams, which include (1) *Business Strategy*: (a) the business value of information technology and information systems strategy, (b) efficiency in operations and deployment of innovations, (c) the culture and organizational change of anytime, anywhere, any device computing. In addition to a stream that focuses on the omission of technology use by older adults, which develops around (2) *Social Inclusion*: (a) younger versus older adult computing, and (b) technology intervention for enhancing an older adult's quality of life.

Instructor of Record

Course: *Management Information Systems*; Level: Undergraduate (~35 students per section)

Course examines the integral role information systems have across business activities. The objective is to familiarize students with the widespread use of modern day systems and demonstrate how systems reduce cost and promote innovation in organizations. The primary focus is the organization, people, software, hardware, data, and telecommunications. The secondary focus is the business manager's role in selecting, managing, and implementing systems and the uses of IT for creating competitive advantage.

Course: *Principles of System Design*; Level: Undergraduate (~35 students per section)

Course: *Systems Analysis and Design*; Level: Graduate (~10 students per section)

Course explores the concept of analysis and design through standard methodologies used to develop information systems. **Emphasis is on the role and responsibility of analysis and design in each stage of the system development life cycle.** From business concept to system implementation, an all-inclusive approach is explored to understand training, supporting, documenting, maintaining, and retiring systems. Case studies emphasize project management experiences, business relationships, communication capabilities, and critical thinking skills.

Baylor University - Hankamer School of Business, Waco, TX **August 2011 to May 2016**
Chartered in 1845 by the Republic of Texas, Baylor is a private university and a nationally ranked research institution.

Ph.D. Candidate in Information Systems

The Ph.D. in Information Systems program focuses on analyzing the multi-faceted impact of IS and technologies on individuals, organizations, and society. Inclusive are both the positive and negative consequences of IS as well as the moral and ethical dilemmas introduced in societies coordinated by and highly dependent upon IS.

Full-time doctoral student with academic course work equally balanced in quantitative and qualitative instruction and experience, which includes the study of mixed methods research.

Graduate Research Assistant, August 2011 to May 2015

Provide research assistance in support of the director and full-professor of the doctoral program. Independent assignments include: refereeing journal and conference manuscripts, pulling topical research papers, transcribing research data, collecting data, preparing research paper presentations, developing practitioner based research proposals, and developing website content.

Teacher of Record, Spring & Fall 2014, Spring & Fall 2015, and Spring 2016 (Two sections each semester)
Course: Management Information Systems; Level: Undergraduate (~40 students per section)

Course examines the role and impact of IT in organizational settings and gives a balanced perspective for non-technical managers. Topics include management, use and control of information systems and their impact on individuals, organizations, and society. Emphasis is on the business manager's role in the uses of IT for creating competitive advantage.

Franklin University, Columbus, OH **July 1986 to October 1993**

Founded in 1902, Franklin is an independent, not-for-profit university serving 10,000 students in undergraduate and graduate programs.

Adjunct Faculty, Mechanical Engineering Technology Department, 1989-1990 and 1990-1991

Course: Computer Aided Drafting I (DRAW 115); Level: Undergraduate

Course introduced new learning in the efficient use of CAD for creating, storing, and plotting two-dimensional engineering drawings. Drawing instruction provided in the basic use of software that allowed the students to interact with technology and enhanced the student's manual drafting education.

Part-time Staff Member, Center for Applied and Professional Education, July 1986 to October 1993.

Instructed architectural, engineering, and manufacturing professionals on the introductory, intermediate and advanced use of CADD software. Advanced courses included CADD application development and system management. Additionally, authored the training manuals used in the introductory and intermediate courses.

JOURNAL PUBLICATIONS

Milovich Jr., M. (2019). From technology revolution to digital revolution: An interview with F. Warren McFarlan from the Harvard Business School. *Communications of the Association for Information Systems*, 44(1), 152-167.

* Downloaded by 155 in six months (CAIS).

Milovich Jr., M. (2015) Keeping up with IT strategy in a world of constant business change: What does a strategic CIO's role really look like? *MIS Quarterly Executive*, 14(3), September 2015, 125-135.

* Cited by 3 (scholar.google.com).

Milovich Jr., M. (2015). Moving technology leaders up the influence curve: Preparing IS leaders for top management roles. *MIS Quarterly Executive*, 14(1), March 2015, 39-49.

* Cited by 5 (scholar.google.com)

* Downloaded by 275 in four months, 50th most downloaded paper for the period of 2013-2015 from an accumulation of 300 papers since 2002 (MISQE).

CONFERENCE PROCEEDINGS AND PRESENTATIONS

- Kowalski, A. & Milovich Jr., M. (2018). Presentation - "Blockchain: The Latest Advancement in Medicine." Rowan University School of Osteopathic Medicine & New Jersey Association of Osteopathic Physicians and Surgeons, Continuing Medical Education Conference, November 2018, Pocono Manor, PA
- Kowalski, A. & Milovich Jr., M. (2018). Presentation - "Disrupting Health Care with Blockchain." Pennsylvania Osteopathic Family Physicians Society, 43rd Annual CME Symposium, August 2018, Hershey, PA.
- Milovich Jr., M., Folkinshteyn, D., & Kowalski, A. (2018). Panel Presentation - "From Blockchain to Bitcoin to Healthcare." Rowan University multiple campus invitation, March 2018, **Glassboro, NJ Campus**.
- Milovich Jr., M. (2018). Presentation - "Technology for Making Business Efficient: It's not Always New Innovation," invited guest speaker at the Rotary Club of Deptford, February 2018, Deptford, NJ.
- Milovich Jr. M., & Burleson D. (2018). Social Media and Older Adults: Understanding Cognitive Training and Social Network. *Hawai'i International Conference on System Sciences 2018 Proceedings (HICSS)*. Waikoloa, HI.
- Leidner, D. E., Milovich Jr., M., & Preston, D. S., (2017). Rethinking IS strategic alignment: A middle-management perspective. *International Conference on Information Systems (ICIS) 2017 Proceedings*, Soul, Korea.
* Cited by 3 (scholar.google.com)
- Milovich Jr. M., & Burleson D. (2017). Quality of Life: Older Adults and the Role of Social Media. Emergent research forum for the *Americas Conference on Information Systems (AMCIS) 2017 Proceedings*, Boston, MA.
- Milovich Jr., M. & Burleson, D. (2016). Quality of life: Social media's role and the elderly. Extend abstract for the Association for Information Systems Special Interest Group Social Inclusion, Post-ICIS Research Workshop. *International Conference on Information Systems (ICIS) 2016 Workshop Proceedings*, Dublin, Ireland
- Milovich Jr., M., Leidner, D. E., & Preston, D.S. (2015). The influence of middle management on information technology alignment. *Hawai'i International Conference on System Sciences 2015 Proceedings (HICSS)*. Kauai, HI.
- Leidner, D. E., & Milovich Jr., M. (2014). Middle management and information systems strategy: The role of awareness and involvement. *Hawai'i International Conference on System Sciences 2014 Proceedings (HICSS)*. Waikoloa, HI. (Author order is alphabetical).
* Cited by 3 (scholar.google.com)
- Milovich Jr., M. (2014). Closing keynote speaker – "A mile in a technology leader's footsteps." Invited guest speaker at the Evanta 2nd Annual Chief Data Officer Executive Summit, December 2014, Huston, TX.
- Milovich Jr., M. (2011). Presentation - "Cloud computing: Considerations for start-ups and small businesses," presented at the Baylor Angel Network Entrepreneur Information Series – Dallas, Texas, February 2011; Houston, Texas, July 2011; Austin, Texas, August 2011.
- Milovich Jr., M. (2011). Presentation - "Cloud computing: Today's definitions and considerations," invited guest speaker at the Rotary Club of Austin Centennial – Austin, Texas, August 2011.
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SELECT RESEARCH PROJECTS UNDER DEVELOPMENT

- Milovich Jr., M. & Burleson D., Connections and cognitive speed of older adults: Using a social media intervention to improve cognitive speed. Status: Under revise and resubmit.
- Milovich Jr., M., Nicholson, J., & Nicholson, D., Applied learning of emerging technology: Using business-relevant examples of blockchain. Status: Under review.
- Milovich Jr., M., Kowalski, A., & Coren, J. S., Health care records of the future: Is blockchain the answer? Status: Preparing for submission.
- Working Title: Older adults' acceptance of social media: An empirical study of the impact in face-to-face interventions. Status: Undergoing data analysis.
- Working Title: The transparency of information systems organizations. Status: Formatting manuscript for journal submission.

RESEARCH FUNDING

Rowan University Seed Funding Program Grant

Awarded \$9,996 Fiscal Year 2018

*Rowan University Senate Research Committee support for an early investigation as a stimulus to attract additional external support for research on the project, *Quality of life: Older adults and the role of social media.**

Rowan University France R. Lax Fund for Faculty Development

Awarded \$1,000 Academic Year 2017-18

*France R. Lax grant provides for the academic development activities of tenure track faculty. Awarded funds were used for conference travel to present a paper on, *Quality of life: Older adults and the role of social media.**

AWARDS AND RECOGNITIONS

- Professor of the Year, Department of Marketing & Business Information at Rowan University, 2017-18
 - Outstanding Graduate Student Instructors at Baylor University, Fall 2015
 - Outstanding Graduate Student Instructors Nominee at Baylor University, Spring 2015
 - Golden Key International Honor Society chapter at Baylor University, 2013 to 2016
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PROFESSIONAL AFFILIATIONS

Member, Association for Information Systems (AIS), January 2012 to Present

AIS promotes knowledge and excellence in the practice and study of IS. The association serves individuals and organizations who lead the research, teaching, practice, and study of IS worldwide (aisnet.org).

Member, International Association for Accounting Education & Research (IAAER), November 2014 to Present

IAAER promote excellence in accounting education and research as a participant in the development and maintenance of high quality, globally recognized standards of accounting practice (www.iaaer.org).

Member, Society for Information Management (SIM), January 2016 to Present

SIM provides knowledge sharing, professional development, collaboration, and career advancement for senior-level IT leaders. The society is a national network (www.simnet.org).

ACADEMIC SERVICE

University Service

- Advisor & Mentor, Certificate of Undergraduate Study in Management Information Systems, Rowan University, Department of Marketing & Business Information Systems, Fall 2019 to present
- Member, Education of the Future (EoTF) Taskforce, Current and Future Employer Subcommittee, New Rowan University Initiative of University President, Spring 2019 to Present.
- Co-sponsor with faculty in Computer Science Department and Political Science & Economics Department on accepted course proposal, “Blockchain Applications, INTR 01.301,” Fall 2018.
- Advisor & Mentor, Certificate of Undergraduate Study in Management Information Systems, Rowan University, Department of Marketing & Business Information Systems, Fall 2018 to Spring 2019.
- Member, Strategic Planning Team: Undergraduate Curriculum, Rowan University, Rohrer College of Business, Fall 2018 to Spring 2019.
- Member, Strategic Planning Team: External Engagement and Experiential Learning, Rowan University, Rohrer College of Business, Fall 2016 to Spring 2018.
- Chair, Rohrer College of Business, Department of Marketing & Business Information Systems, Management Information Systems Advisory Council, New College Initiative, Spring 2018 to Present.
- Member Representative for Rohrer College of Business Committee, Human Cognition Advisory Committee, New Rowan University Initiative, Spring 2018 to Spring 2019.
- Member, Strategic Planning Team: External Engagement and Experiential Learning, Rowan University, Rohrer College of Business, Fall 2016 to Spring 2018.

- Member, Library-Information Technology Services Student Advisory Group, Baylor University Libraries, September 2014 to May 2016.
- Graduate Business Student Representatives at Association to Advance Collegiate Schools of Business (AACSB) maintenance of accreditation site visit for graduate business student discussion session, Baylor University, Hankamer School of Business, September 2013.
- Advisory Board Member, Austin Executive Master of Business Administration (EMBA) Program, Baylor University, Hankamer School of Business, 2011-2012.
- Fellow at Baylor Angel Network (BAN), 2010-2012.

Conference Chair

- Minitrack Co-Chair, Practice-based IS Research, Fifty-second Hawai'i International Conference on System Sciences (HICSS), Maui, Upcoming January 7-10, 2020.
- Minitrack Co-Chair, Practice-based IS Research, Fifty-second Hawai'i International Conference on System Sciences (HICSS), Maui, January 8-11, 2019.
- Minitrack Co-Chair, Practice-based IS Research, Fifty-first Hawai'i International Conference on System Sciences (HICSS), Waikoloa, January 3-6, 2018.
- Minitrack Co-Chair, Practice-based IS Research, Fiftieth Hawai'i International Conference on System Sciences (HICSS), Waikoloa, January 4-7, 2017.
- Minitrack Co-Chair, Practice-based IS Research, Forty-ninth Hawai'i International Conference on System Sciences (HICSS), Kauai, January 5-8, 2016.
- Assistant to the Sponsor Chair, Thirty-sixth International Conference on Information Systems (ICIS), Fort Worth, December 13-16, 2015.
- Minitrack Co-Chair, Practice-based IS Research, Forty-eighth Hawai'i International Conference on System Sciences (HICSS), Kauai, January 5-8, 2015. (First appearance of minitrack at this conference)

Manuscript Referee

- Fortieth International Conference on Information Systems (ICIS), Munich, 2019.
- Journal of Information Systems Management (ISM), REV February 2019.
- Thirty-ninth International Conference on Information Systems (ICIS), San Francisco, 2018.
- Twenty-third Americas Conference on Information Systems (AMCIS), Boston 2017.
- Fiftieth Hawai'i International Conference on System Sciences (HICSS), Waikoloa, 2017.
- Thirty-seventh International Conference on Information Systems (ICIS), Dublin, 2016.
- Journal of Strategic Information Systems (JSIS), REV February 2016.
- Communication of the Association for Information Systems (CAIS), REV January 2016.
- Forty-ninth Hawai'i International Conference on System Sciences (HICSS), Kauai 2016.
- Communication of the Association for Information Systems (CAIS), REV September 2015.
- Thirty-sixth International Conference on Information Systems (ICIS), Fort Worth 2015.
- MIS Quarterly Executive (MISQE), REV January & February 2015.
- Eighteenth American Association of Behavioral and Social Sciences Conference (research proposal referee), Las Vegas 2015.
- Forty-eighth Hawai'i International Conference on System Sciences (HICSS), Kauai 2015.
- MIS Quarterly Executive (MISQE), REV January & August 2014.
- Forty-seventh Hawai'i International Conference on System Sciences (HICSS), Waikoloa 2014.
- Thirty-fourth International Conference on Information Systems (ICIS), Milano 2013.
- European Journal of Information Systems (EJIS), REV July 2013.
- MIS Quarterly Executive (MISQE), Special Issue – Managing Mobility, Published December 2012.
- Thirty-third International Conference on Information Systems (ICIS), Orlando 2012.
- Eighteenth Americas Conference on Information Systems (AMCIS), Seattle 2012.

- Journal of Strategic Information Systems (JSIS), REV June & October 2012.
 - Twentieth European Conference on Information Systems (ECIS), Barcelona 2012.
 - Business & Information Systems Engineering (BISE)/WIRTSCHAFTSINFORMATIK, REV August 2012.
 - Best Paper Review Panel, Anti-Phishing Working Group (APWG) eCrime Summit, Puerto Rico 2012.
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BOARDS

- Board of Trustees at Grove City, Ohio Area Community Improvement Corporation (CIC), 1998-2000
 - Board Member at Mid-Ohio Regional Planning Commission (MORPC), 1996-1998.
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COMMUNITY SERVICE

Council President & Finance Chairman at City of Grove City, 1994-2000, Appointed by fellow council members as Finance Committee Chairman for 2 years and Council President for 4 years.

INFORMATION TECHNOLOGY EXECUTIVE

Proven leader with over 30 years of experience in information technology. A performance-focused executive with IT vision, convergent strategy, and tactical foresight as a business champion. Integrated business acumen from a blend of small and fortune 500 company experience and formal education.

Significant contributions include:

- **Improved business processes** by successfully implementing multimillion-dollar ERP (Enterprise Resource Planning) system. Reduced day's sales outstanding by 10%, improved applied cash timing, shortened period close by two days, and reduced operations reporting from 7 to 5 days.
- **Reduced IT operating costs** through vendor alliances where commodity selling and service partnering created up to a 15% discount. Directed virtualization technology that reduced physical storage and server needs by 20%. Led multiple data center consolidations to reduce operating costs, while increasing level of service.
- **Built department of technologists** and minimized staff turnover through employee education, which increased operational efficiencies. Coached the design of a technology skills matrix to confirm 7x24 coverage of systems and applications. Motivated staff inventiveness by assigning lead technologists who provided direction for existing and emerging technologies.
- **Consolidated business information** to provide a single version of the truth. Led requirements definition, design, and deployment of a BI (Business Intelligence) system. Boosted the speed of research for decision making with integrated information from SEC financial statements to project data. Design supports end-users from P/L (Profit & Loss) managers to executives.

ADDITIONAL KEY AREAS OF EXPERTISE

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| • IT Design-driven Innovation for Business | • Worldwide Integrated IT Solutions |
| • Large Scale ERP Implementations | • Data Center Consolidation |
| • Government & Defense Contractor Accounting Systems | • BI (Business Intelligence) Design & Deployment |
| • Enterprise-level Applications Project Management | • Systems Analysis, Design & Development |
| • IT Merger & Acquisition Integrations | • Multimillion-dollar Budget Accountability |
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PROFESSIONAL EXPERIENCE

Alvarez & Marsal Business Consulting, LLC, Houston, TX July 2010 to October 2010

Independent global professional services firm with operational and turnaround heritage across the spectrum of industries. Firm is known to: improve operating and financial performance; navigate business litigation, and tax matters; serve as advisers or in interim management roles. Clients range from multinational to middle-market companies both publicly held or privately owned.

Senior Director (Contract Employee), Information Technology Services

As part of the high tech practice, advised a large non-profit health plan business readiness team on cutover and migration activities between program management, IT, business units, and functional areas. Work was for a pilot go-live of new core technology and business systems to deliver high quality, cost effective and compliant patient privacy and transaction standards. Software systems, ongoing application management services, and implementation consulting services for the primary vendor were valued in the tens-of-millions of dollars for this multi-year project. Efforts included advisement on manual data conversion, go-live mock rehearsals, rollback planning, establishing business milestones, and developing a plan to validate people and processes before go-live.

URS Corporation (NYSE: URS), San Francisco, CA March 1986 to March 2010

URS was a leading international provider of engineering, construction, and technical services (acquired by AECOM Los Angeles, CA in October 2014, NYSE: ACM). Range of specialized services was provided to federal, state and local governmental agencies, and private clients. 1986 annual revenues were \$115.7m with 1,700 employees in about 50 U.S. and Pacific Basin offices. Company expanded business organically and through five large strategic acquisitions. 2009 annual revenues were \$9.2bn and produced through three operating businesses— Infrastructure & Environment, Federal Services, and Energy & Construction—with approximately 45,000 employees in more than 30 countries.

Vice President, Information Technology, Austin, TX, July 2004 to March 2010

Promoted to expand proven business track record for leading staff and technology in the operations of the 7x24 Austin Data Center. Experienced in setting strategies and policies in support of business application and technology innovation for multiple ERP, time collection, HR/Benefits/Payroll, budgeting/forecasting, and financial consolidation systems for Corporate operations, Infrastructure & Environment business, and Federal Services business regionally and globally.

- Oversaw \$27m budget with operational and capital project accountability and use chargeback.
- Led staff of 62 in collaborative environment and reported to Corporate Officer, Vice President of IT.
- Partnered to leverage technology strategy with CFO, President, Controller, Legal Counsel, and VP HR. on IT services that met the business' objectives and strategies.
- Contributed, as a key member, to the IT Steering Committee, HR Management System Steering Committee and various Executive Project Steering committees.
- Established Austin campus helpdesk which provides day-to-day support for thousands of U.S. domestic and international end-users of systems hosted in the data center.

Significant Contributions:

- **Improved productivity, efficiency, and performance** by consolidating large-scale ERP systems, implementing modern day business applications, retiring legacy systems, re-engineering business function processes and directing change management, all of which reduced indirect costs.
- **Improved IT workforce** by recruiting and focusing on developing lead technologists, including system engineers, application analysts, developers, and project managers that are highly trained, motivated and capable of supporting business applications and infrastructure.
- **Maintained low growth operating budget** for several years by training staff to transition tasks from consultants, evaluating in-house verses outsourced services, reducing complexity of technology, and replacing old technology with new.

- **Reduced expenses and increased level of service** by directing project to consolidate 80% of enterprise or corporate systems from multiple data centers into one centralized and standardized IT Shared Services organization.

Information Technology Director, Austin, TX, November 2001 to July 2004

Promoted and transferred to manage integration of largest, most risk laden and expensive consolidation project in the history of company; \$65m implementation ERP system with supporting applications for accounting and finance in Americas, Europe, Middle East, and Asia Pacific; system with over 6,000 end-users.

- Led all facets of application functionality deployment including teams responsible for defining, designing, testing, training, change management, and supporting system.
- Management oversight included \$4.5m hardware purchase and \$1.6m services contract for deployment of hardware.
- Directed \$9m change management and training budget.
- Managed all outside resource contracts and supervised over 140 employees and consultants in a high energy, problem-solving environment.

Significant Contributions:

- **Minimized business risk** by allowing adequate training time to convert four separate legacy ERP systems across eight go-lives, around the world, with 31 active transaction currencies.
- **Managed multimillion-dollar contracts** for major ERP project including IBM, J.D. Edwards (Oracle), and Arthur Anderson (IBM Global Services) for scope, negotiation, and funding approval.
- **Improved key employee morale, performance, and retention** by fostering teams, creating an environment of accountability, and administering bonus program that preserved historical company knowledge.

Information Technology Project Manager, Columbus, OH, January 1997 to November 2001

Selected to initiate and deliver process improvements for corporate staff. Influenced positive IT image by: attracting and retaining employees; motivating cross-functional teams; and transitioning new skills to staff.

Significant Contributions:

- **Strategized for solutions then supported disparate systems**; included collaboration to build an understanding of process, then researching and developing approach that solved business need.
- **Solved ongoing IT support needs** for HR/Benefits/Payroll practitioners. Completed projects that enhanced process turnaround, increased end-user satisfaction, and established after-hours support.
- **Developed, deployed, and maintained “Technology Deployment Plan”** and the “Corporate IT Standards” for PCs, local area networks, and software. This first time ever plan and standards were adopted as a company-wide approach to purchasing for technology deployment.
- **Led deployment of HR/Benefits/Payroll system** implemented for 6,000 employees, but designed for 25,000. The system supported employees in the U.S., Canada, and Puerto Rico.

Computer Aided Design & Drafting (CADD) System Manager and Regional IT Manager,

Columbus, OH, March 1986 to January 1997

- Developed and deployed a five-year master plan for new revenue producing CADD department.
- Promoted to Regional IT Manager and instituted a technology growth plan in six offices.

EARLIER PROFESSIONAL EXPERIENCE

Rockwell International, Aviation & Aerospace Industry
Alden E. Stilson & Associates, Civil Engineering Services
Kent Housing Systems, Building Materials Industry
Kosanchick & Associates, Civil Engineering Services