

HALUK DEMIRKAN

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PERSONAL INFORMATION

Milgard School of Business
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<http://scholar.google.com/citations?user=3qNp62MAAAAJ>



EDUCATION

Doctor of Philosophy University of Florida, Aug. 2002
Department of Information Systems and Operations Management, Warrington College of Business
Dual Concentration: Information Systems and Operations Management
Dissertation Title: Supply Chain Management of Application Service Providers: Coordination Strategies and Queuing Effects
Co-Chairs: Hsing Kenneth Cheng (Information Sys.) & S. Selcuk Erenguc (Operations Mng.)
Committee Members: Asoo J. Vakharia, Haldun Aytug, Joseph P. Geunes

Post Master of Science Engineering University of Florida, Aug. 1997
Department of Industrial and Systems Engineering, College of Engineering
The Department of Industrial and Systems Engineering, College of Engineering
Thesis Topic: Design of Systems Development Methodology: Overlapped Waterfall Model
Concentration: Systems/Software Process and Quality Engineering
Advisor: Suleyman Tufekci

Master of Science Engineering University of Florida, Aug. 1995
Department of Industrial and Systems Engineering, College of Engineering
Concentration: Quality Control, Statistics and Reliability Assurance
Project Topic: Implementation of the ISO 9000/14000 in the various manufacturing industries
Advisor: Jack Elzinga

Bachelor of Science Istanbul Technical University, Jan. 1991
Department of Mechanical Engineering, College of Engineering, Turkey
Concentration: Manufacturing Management and Engineering

Certifications

Project Management Professional Certificate from the Project Management Institute
CUNA Board Financial Literacy Certificate, Credit Union National Association
Citibank & AT&T Project Management
AT&T Bell Labs Process Re-engineering
MicroStrategy Professional Services
Business Intelligence
Data Warehousing
E-Business
Customer Relationship Management

ACADEMIC EXPERIENCE

Faculty Appointments

- July 2017 - Present Milgard Endowed Professor with tenure (Service Innovation and Business Analytics), Milgard School of Business
University of Washington Tacoma
- Sep 2013 – June 2017 Associate Professor with tenure (Service Innovation and Business Analytics)
Milgard School of Business
University of Washington Tacoma
- July 2011 - June 2013 Professor of without tenure/clinical track (Service Science & Information Systems)
Department of Information Systems
Department of Supply Chain Management (courtesy)
Department of Marketing (courtesy)
W.P. Carey School of Business
Arizona State University
- July 2009 - July 2011 Associate Professor without tenure/clinical track (Information Systems)
Department of Information Systems
Department of Supply Chain Management (courtesy)
W.P. Carey School of Business
Arizona State University
- Aug. 2002 - July 2009 Assistant Professor on tenure track (Information Systems)
Department of Information Systems
School of Accountancy & Information Management (courtesy)
W.P. Carey School of Business, Arizona State University

Academic Leadership Positions

- Jan 2019 – Present Co-Founder of Inter-disciplinary Minor in Business Data Analytics, UW-Tacoma
- Sep 2016 – Present Co-Founder & Director of Master of Science Business Analytics, UW-Tacoma
<https://www.tacoma.uw.edu/milgard/msba>
- Sep 2016 – Present Founder & Director of Center for Business Analytics, UW-Tacoma
<http://www.tacoma.uw.edu/cba>
- Jan 2014 – Present Spearheading development of proposals and curriculum for undergraduate and graduate programs on Business Analytics, Milgard School of Business
- June 2015 - Present Co-Design Faculty Member for Master of Cybersecurity & Leadership Program (jointly offered by the Milgard School of Business and Institute of Technology) at University of Washington – Tacoma <https://www.tacoma.uw.edu/institute-technology/cybersecurity-leadership>
- Sep 2013 - Feb 2015 Co-Founder & Executive Director of Center for Information Based Management
W.P. Carey School of Business
- July 2011 - June 2013 Coordinator for CIS 593: Business Transformation through Information Technology (capstone IS innovation applied project course for the Evening MS Information Management).
- July 2011 - June 2013 Managing Partner/Director for MKT 580: Value Added Services-Strategic Projects (capstone strategic consulting/innovation project course for the Fulltime MBA Strategic Marketing, Services Leadership & Healthcare Services
- Aug. 2007 - June 2013 Co-Founder & Faculty Advisor, ASU Project Management Student Organization
- Aug. 2006 - June 2013 Faculty Advisor for Arizona State University Turkish Student Association
- Aug. 2011- June 2013 Founding Faculty Member for Master of Science in Business Analytics (<https://wpcarey.asu.edu/masters-programs/business-analytics>) and Online Master of Science in Business Analytics (<https://wpcarey.asu.edu/masters-programs/online-business-analytics>) at WP Carey School of Business, Arizona State University
- Aug. 2008 - June 2013 Core Faculty Member for Online MBA (<https://wpcarey.asu.edu/mba-programs/online>) at WP Carey School of Business, Arizona State University

Aug. 2002 - June 2013 Founding Faculty Member for Evening MS in Information Management (<https://wpcarey.asu.edu/masters-programs/online-information-technology>), Online MS in Information Management (<https://wpcarey.asu.edu/masters-programs/online-information-technology>) at WP Carey School of Business, Arizona State University

International Positions, Visiting Appointments & Fellowships

Aug. 2007 - Present Research Faculty Fellow - Center for Services Leadership, W.P. Carey School of Business, Arizona State University <https://research.wpcarey.asu.edu/services-leadership/>

Aug. 2006 - June 2013 Honors Disciplinary Faculty, Barrett the Honors College, ASU

Aug. 2002 - June 2013 Research Fellow - Center for Advancing Business through Information Technology, W.P. Carey School of Business, Arizona State University

2010 - present Affiliated Professor - School of Management, Sabanci University, Turkey

Summer 2010 Visiting Scholar, School of Management, Sabanci University, Istanbul, Turkey

Summer 2009, 2010, Visiting Scholar, Manufacturing Systems Engineering

2011, 2012, 2013 Faculty of Engineering & Natural Sciences, Sabanci University, Istanbul, Turkey

Nov. 2005 - June 2013 Executive Education Faculty, Center for Executive and Professional Development, W.P. Carey School of Business, Arizona State University

Aug. 2003 - 2007 Research Associate - Institute for Computing and Information Science and Engineering, Ira A. Fulton School of Engineering, ASU

PROFESSIONAL EXPERIENCE

Professional Work

1991 - Present Board service, consulting, professional training and research collaborations on maximizing the return on the companies' resources by effectively implementing strategic analytics, service innovation and digital transformation with cognitive computing and service-oriented technology & management and for 40+ Fortune 500 companies such as Intel, IBM, Cisco, HP, DELL, Teradata, American Express, Bank of America, Abbott, Premier Healthcare, Mayo Clinic, National Industries for the Blind, Procter & Gamble, Lending Tree, Lowes, Darden Restaurants, CVS/ Eckerd Pharmacy, MicroStrategy, DOW Chemical, Raymond James, and others.

*Aug. 2001 - Aug. 2002 Fellow/Technical Principle & Program Manager, MicroStrategy, Inc., Tampa, FL; Provided strategic & tactical advisory, and education services to implement business intelligence, e-customer relationship & supply chain management.

*Aug. 1999 - Aug. 2001 Principal Consultant, MicroStrategy, Inc., Atlanta, GA; Provided technical expertise to implement enterprise business intelligence & analytic solutions, and co-founder of the MicroStrategy Consulting Academy.

*Oct. 1998 - Aug. 1999 Senior Production Consultant, MicroStrategy, Inc., Atlanta, GA; Operational advisory services (i.e. requirements, design, develop, implement) for dashboard, advanced analytics & web traffic solutions.

May 1996 - Oct. 1998 Software Process Engineer, Business Change Manager, Project Manager AT&T Labs/Citibank Corp, Universal Card Services (UCS), Jacksonville, FL Led the IT Project Governance Office team to design, develop, implement and train new product and project lifecycles, and enterprise architecture. Represented UCS at the AT&T Bell Labs process and architecture optimization team.

Aug 1993 - May 1996 Research/Teaching Assistant, Department of Industrial and Systems Engineering, College of Engineering, University of Florida, Gainesville, FL Designed, developed and instructed an introductory Industrial Engineering, and Work Design and Human Factors courses to undergraduate students.

May 1990 - Aug 1993 Assistant Project Manager - Machine Import-Export Inc. Ankara, Turkey
Implemented business process re-engineering and total quality management practices to the engineering maintenance and management offices.

*Promotions in MicroStrategy, Inc.

Advisory Board Membership

- Sound Credit Union Bank (Elected Board of Director) (2017-present)
- International Society of Service Innovation Professionals (Co-founder & Elected Board of Director) (2012-present)
- Global Text Project (2008-present)
- Teradata University Network (2006-2018)

SELECTED NATIONAL AND INTERNATIONAL AWARDS, HONORS & RECOGNITIONS

2019

Tenure Review Committee for Xiahua Anny Wei, School of Business, University of Washington, Bothell

Expert Reviewer for the MS in Data Science for Business Leader Program for Portland State University

Received a research grant from South Sound Manufacturing Industrial Council, Economic Development Board (EDB) for Tacoma-Pierce County, Tacoma Chamber of Commerce for research project (Center for Business Analytics) that analyze Tideflats Economic Impact Analysis Report on our region (co-pi: Dr. Margo Bergman)

2018

Received a proclamation from City of Tacoma for research project (Center for Business Analytics) that analyzed economic impact of Joint Base Lewis-McChord on our region.

Received a research grant from the South Sound Military and Communities Partnership (SSMCP) for research project (Center for Business Analytics) that analyzed economic impact of Joint Base Lewis-McChord on our region.

Invited to be a founding member of AACSB Digital Transformation Affinity Group

Invited Key note speaker at the Competitive Advantage in the Digital Economy Forum (CADE 2018) June 18-20, 2018: Venice, Italy by University of Warwick

Invited Expert Reviewer for the Provost of Scientific Research Program, United Arab Emirates University (Research Group Title: Establishing Big Data Analytics Center)

Invited Panel speaker at Retail Loco West by Location Based Marketing Association, Seattle, WA, April 24-25, 2018

2017

Recipient of Milgard Endowed Professorship (UW the Board of Regents) on February 17, 2017.

Appointed Track Co-Chair of the 2018 European Conference on Information Systems, "Service Innovation, Engineering, and Management," Portsmouth, UK, June 23-28, 2018.

Nominated for the 2017 University of Washington-Tacoma, Distinguished Research Award.

2016

Recipient of IBM Faculty Award from IBM Data & Analytics Group. "Business & Digital Analytics"

Curriculum Enhancement Award, Center for Leadership & Social Responsibility, Milgard School of Business, UW – Tacoma "Development of instructional modules (in context of smart city and smart planet for well-being) for the analytics course"

Appointed Track Co-Chair of the 2017 European Conference on Information Systems, "Service Innovation, Engineering, and Management," Guimarães, Portugal, June 5-10, 2017.

Emerald Citations of Excellence ("Leveraging the capabilities of service oriented decision support systems: Putting analytics and big data in cloud", Decision Support Systems, 2013) has been selected a winning paper in the prestigious Emerald Citations of Excellence for 2016 "based on the citations, in terms of novelty, interdisciplinary and relevancy in today's world"

Nominated for the 2016 University of Washington-Tacoma, **Distinguished Research Award**.

Invited Expert Panelist for the **National Science Foundation** to review and evaluate the sponsored research proposals for the Partnerships for Innovation: Building Innovation Capacity Smart Services Systems (for service-oriented healthcare research & cybersecurity research), CISE Community Research Infrastructure (CRI) (for service-oriented technology) Programs

Invited Expert Reviewer for **Royalty Research Fund at University of Washington** to review sponsor research proposal

Invited Expert Reviewer for the Deanship of Scientific Research Program, King Abdulaziz University, Kingdom Of Saudi Arabia, Ministry of Higher Education (Research Group Title: Big Data and Cloud Computing)

2015

Recipient of IBM Faculty Award from IBM Cognitive Systems Institute. "Deep Analytics and Deep Learning: Leveraging Watson's Deep Thinking and Smart Services for Personalized Recommendations".

2014

Ranked 5th (based on 2 premier IS journals: JMIS & JAIS 2010-2013) and **41st** (based on 4 premier IS journals: MISQ, ISR, JMIS & JAIS 2010-2013) **in Top-100 Rankings of World-wide Researchers** according to the Association for Information Systems sanctioned Rankings.

2013

Ranked 6th (based on 2 premier IS journals: JMIS & JAIS 2010-2012) and **48th** (based on 4 premier IS journals: MISQ, ISR, JMIS & JAIS 2010-2012) **in Top-100 Rankings of World-wide Researchers** according to the Association for Information Systems sanctioned Rankings.

Selected to be a part of the **University of Washington Faculty Fellow Program** by Center for Teaching and Learning.

2012

Invited Reviewer for the Theme-based Research Scheme of the Research Grants Council, Hong Kong Special Administrative Region Government to evaluate research proposals for topics of health, sustainability and strategic positioning for Hong Kong (budgeted HK\$ 200 million).

Recipient of Center for Services Leadership Research Award (WP Carey School of Business, ASU) for a research proposal titled "Leveraging the Information Technology & Dynamic Capabilities for Adaptive Service Innovation". The CSL Research Awards is a competitive program.

Invited speaker by the Institute of Service Research; Univ. of Exeter and the International Institute of Product and Service Innovation; Univ. of Warwick, to speak about "Redefining Market Opportunities through ICT-Oriented Service Innovation," *UK Service Science Forum*, London, United Kingdom, May 23, 2012.

Recipient of Department of Information Systems Research Award (WP Carey School of Business, ASU) for a research proposal titled "Leveraging the Information Technology, Dynamic Capabilities and Service Innovation Processes for Self-Service Systems". The IS Research Awards is a competitive program.

Is selected by **IEEE Computing Society** as **one of eight articles** that will be featured in the **Essence of ITPro 2012**. "Soper, D. and Demirkan, H. "Revolution 2.0: How ICTs Impact Democracy and Corruption in Emerging Societies" the special issue of IEEE IT Professional on IT in Emerging Markets, 18-23, July/August 2012."

2011

Ranked 50th in Top-100 Rankings of World-wide Researchers according to the Association for Information Systems sanctioned World-wide Research Rankings (based on premier IS journals: MISQ, ISR and JMIS 2008-2010 publications records).

Is selected by the **Decision Sciences Journal of Innovative Education** as the **best teaching brief award (Honorable Mention)** published in DSJIE during 2010-2011, "Teaching with a Virtual Technology Lab: Promoting Effective Decision Making using Analytics as a Service by Gros, M., Goul, M., Demirkan, H., *Decision Sciences Journal of Innovative Education*, 9 (1), 119-127, Jan.

Is selected by the **Journal of Service Research** as the "**2011 Best Article**". "Ostrom, A.L., Bitner, M.J., Brown, S.W., Burkhard, K. A., Goul, M., Smith-Daniels, V., Demirkan, H., Rabinovich, E. (2010) "Moving Forward and Making a Difference: Research Priorities for the Science of Service," *Journal of Service Research*, 13 (1), 4-36, February.

Recipient of Department of Information Systems Research Award (WP Carey School of Business, ASU) for a research proposal titled "Understanding the Capabilities and Limitations of Adaptive Service Systems: Toward a Service-Oriented Information Systems with Customer Value Drivers". The IS Research Awards is a competitive program.

Is listed as **the most cited article** at the **Electronic Commerce Research and Applications Journal** during the past five years (2006-2010). "Demirkan, H., Kauffman, R.J., Vayghan, J.A., Fill, H-G., Karagiannis, D. and Maglio, P.P., (2008) "Service-Oriented Technology and Management: Perspectives on Research and Practice for the Coming Decade," The Electronic Commerce Research and Applications Journal, 7 (4), 356-376, Jan.

Have been nominated for a **MBA & Masters Teaching Award** at W. P. Carey School of Business, Arizona State University.

Finalist in the 2011 SIM Case Competition, Sponsored by the Society of Information Mgmt. for an article entitled "Seeding the Cloud by Re-Aligning People, Process & Technology at Intel Corp."

2010

Invited speaker by the Korea Institute for Industrial Economics and Trade (KIET) to speak about innovations in service industries at a conference in Seoul, Korea on Nov. 16. KIET, supported and administered by the Korean government is working closely with several government bodies, such as the Ministry of Strategy and Finance and the Ministry of Knowledge Economy, both of which presented at the KIET conference.

Is selected by **IEEE Computing Society** as **one of eight Essential Articles** on Information Technology Understanding and Implementing Green IT. "From Green Computing to Sustainable IT: Developing a Sustainable Service Orientation by R. Harmon, H. Demirkan, N. Auseklis, and M. Reinoso, Proc. of the 43rd Hawaii International Conference on System Sciences, 2010, pp. 1-10."

2009

Recipient of IBM Faculty Award for a research proposal titled "Design Science for Self Service Systems" in Services Sciences Management and Engineering Discipline. Featured at the W.P. Carey School of Business' Home Page as a Faculty Research in "*Excellence*" in November 2008.

Invited Panelist for the Institute for Operations Research and the Management Sciences Conference (**INFORMS**) Service Science Doctoral Consortium (in San Diego, CA).

Invited Panelist for the **National Science Foundation** to review and **evaluate the healthcare process re-engineering research** proposals for Service Enterprise Systems Program (in Manufacturing Enterprise Systems, Division of Civil, Mechanical and Manufacturing Innovation).

2008

Recipient of Project Management Institute Encouragement Award (Arizona State University Project Management Student Organization). This award is given to the volunteers and invited business partners for their dedication and support to the community.

Runner Up, Best Paper of HICSS Track. Winner, Best Paper of Mini-Track in Social Networks and Collaboration, Hawaii International Conference on Systems Science, Kona, HI, Jan. 2008, for an article entitled "How Does Collaborative Group Technology influence Social Network Structure?"

2007

Certificate of Appreciation (Honors Disciplinary Faculty) from Barrett The Honors College, Arizona State University. The designation is awarded by Barrett the Honors College in recognition of the faculty's outstanding performance and contributions to the honors students.

2006

Runner Up, Best Paper of HICSS Track. Winner, Best Paper of Mini-Track in Electronic Democracy Mini-Track, Hawaii International Conference on Systems Science, Kona, HI, January 2006, for an article entitled "The Impact of ICT Expenditures on Institutionalized Democracy and Foreign Direct Investment in Developing Countries."

Finalist in the 2006 SIM Case Competition, Sponsored by the Society of Information Management for an article entitled "Process & Services Fusion Impact Assessment at American Express and Intel."

2005

Selected as one of 10 faculty members from ASU to be a part of Tri-University Learner-Centered Education Grant Program, the Arizona Board of Regents. The Arizona Board of Regents'

supported this grant that brings together 10 faculty members from ASU, UofA and NAU to reflect on and implement learner-centered principles in their teaching.

2001

Recipient, the Best Project Manager, MicroStrategy Corp.

2000

Recipient, the Outstanding Consultant, MicroStrategy Corp.

1993-1995

Recipient, Alpha Pi Mu Industrial Engineering Honor Society

1993

Recipient, College of Education Scholarship Award, University of Florida

PRIMARY TEACHING AND RESEARCH INTERESTS

Driving service and digital innovation & strategic transformation with analytics, smart services, service-orientation, internet-of-X, cognition, big data, cloud/fog computing and social media

Teaching Expertise & Interests (Cross-Disciplinary)

- **Data, Information & Analytics** (e.g. Business Intelligence, Analytics, Social Media Strategy & Digital Analytics, Big Data Strategy & Management, Data & Text Mining, Database, Data Warehousing, Cognitive Computing, Information Systems, Health Information Systems, Enterprise Systems)
- **Innovation & Technology Management** (e.g. Management of Service Innovation, Digital Innovation & Transformation, Service-Oriented Technology & Management);
- **Project, Operations, Supply Chain, Technology Management** (e.g. Project Management, Service Operations Management, Supply Chain Management, Business Process, Consulting)

Primary Research Interests (Multi-Disciplinary)

1. **Service Oriented Technology & Management:** smart services, services computing, cloud/fog computing, dynamic capability, internet-of-things, systems thinking, smart cities, risk, pricing, queuing
2. **Business Analytics & Collaborative Intelligence:** data & information, business-, social-, cloud-, mobile-, video-, stream-, cybersecurity-, predictive-, customer-, IoT-, digital-analytics, big data, data hygiene, machine learning, deep learning, artificial intelligence, intelligence augmentation
3. **Service Science & Customer Experience:** open service innovation, co-creation of value - chains, -shops & -networks, design thinking, service level agreements, management challenges related to healthcare information services, self-service, smart service systems, service supply chain management
4. **Digital Strategy & Transformation:** cybersecurity, sustainable IT, digital innovation & transformation, cultivating T-shaped professionals and citizens in the era of digital transformation, ICT-enabled business models & processes, collaboration mechanisms, advice networks

Research Methods Include

- analytical & conceptual modeling, design science, action, empirical research and combinations

Primary Science Areas Include Combinations of

- service science, data science, decision science, design science, management science

Vertical Specialization in Service Systems Including

- Healthcare
- Financial
- Retail
- Online Education
- Smart Planet/City

Research Interests

- Theoretical, analytical, simulation and computational research in service science; sustainable digital, service & process innovations; project, process & service management; information systems/technology enabled social presence & service-encounters; co-creation of value -chains, -shops & -networks for complex adaptive service systems; commoditization of business processes, architecture & infrastructure; value based pricing strategies; social media & networking solutions
- Action research and design sciences in evidence-based managerial strategies; decision science with business-, social-, mobile-, cloud- intelligence, analytics & security; active data warehousing and big data analysis & technology; inter- and intra-organizational information-sharing; information supply chain management for end-to-end strategic, tactical & operational decision making
- Design sciences and methodological advances in managing and orchestrating business services, workflows & choreographies with virtualized resources; service-oriented lifecycle & solutions; optimization of service systems; service-oriented information systems (e.g. service-oriented -data, -information, -analytics, -architecture, -infrastructure, cloud computing, on-demand supply chain management); self-service systems; dynamic service level negotiation systems & agreements; service supply chains & operations; dynamic on-demand supply chain management & cloud computing services; dynamic fault tolerance & recovery techniques for digital workflows
- Design science research and methodological advances in healthcare information systems & supply chain management; healthcare service systems with cloud services; inpatient rehabilitation & respiratory therapy management through analytics, cloud- and business-intelligence; service oriented technology for computerized physician order entry systems; strategic assessment of telemedicine for HMOs; evidence based medicine and healthcare services

RESEARCH PUBLICATIONS AND DISSEMINATION OF RESEARCH

BOOKS

1. **Demirkan, H.**, Towards to Enterprise-as-a-Service: Federated Architecture Model & Service-Oriented Technology Management for Complex Adaptive Smart Service Systems (in Series: Service Systems and Innovations in Business Society), Business Expert Press (In-progress, 2019).
2. **Demirkan, H.**, Data, Information & Analytics as Services: How to start such a journey and stay on the course (in Series: Service Systems and Innovations in Business and Society), Business Expert Press (In-progress, 2019).
3. Morse, D., Wiersma, D. and **Demirkan, H.** Discovering the Service Imperative: How Understanding Your Customers Can Save Your Business (in Series: Service Systems and Innovations in Business and Society), Business Expert Press (In-progress, 2019).
4. Moghaddam, Y., Yurko, H., Demirkan, H., Tymann, N. and Rayes, A., The Future of Work: How Artificial Intelligence Can Augment Human Capabilities (in Series: Service Systems and Innovations in Business and Society), Business Expert Press (under-review, 2019).
5. Moghaddam, Y., **Demirkan, H.** and Spohrer, J., T-Shaped Professionals: Adaptive Innovators (in Series: Service Systems and Innovations in Business Society), Business Expert Press, Aug 2018. <https://www.businessexpertpress.com/books/t-shaped-professionals-adaptive-innovators/>
6. Davis, J.G., **Demirkan, H.**, and Motahari-Nezhad, H. and Demirkan, H. (Eds.), Service Research and Innovation (Third Australian Symposium, ASSRI 2013, Sydney, NSW, Australia, November 27-29, 2013, Revised Selected Papers), in Series: Lecture Notes in Business Information, Springer Publishing, Volume 177, 2014. <http://link.springer.com/book/10.1007%2F978-3-319-07950-9>
7. **Demirkan, H.**, Spohrer, J. and Krishna, V. (Eds.), The Science of Service Systems, (in Series: Service Science: Research and Innovations in the Service Economy), Springer Publishing, 2011 (research book). <http://www.springer.com/computer/swe/book/978-1-4419-8269-8>
8. **Demirkan, H.**, Spohrer, J. and Krishna, V. (Eds.), Service Systems Implementation, (in Series: Service Science: Research and Innovations in the Service Economy), Springer Publishing, 2011 (research book). <http://www.springer.com/computer/swe/book/978-1-4419-7903-2>

REFEREED JOURNALS

Refereed Research Journals

1. Kalam Siddike, A., Spohrer, J., **Demirkan, H.** and Kohda, Y. (2018) "A Framework of Enhanced Performance: People's Interactions with Cognitive Assistants," Special Issue on Evolving and Innovating Big Data Systems Components: Expanding Analytics, Techniques, Services and Impacts, *International Journal of Systems and Service-Oriented Engineering (IJSSOE)*, 8 (3), 1-17.
2. Matzner, M., Büttgen, M., **Demirkan, H.**, Spohrer, J., Alter, S., Fritzsche, A., Ng, I.C.L., Jonas, J.M., Martinez, V., Möslin, K.M. and Neely, A. (2018) "Digital Transformation in Service Management," *Journal of Service Management Research*, 2 (2), 3-21.
3. **Demirkan, H.** and Spohrer, S. (2018) "Cultivating T-Shaped Professionals in the Era of Open Collaborative Innovation & Digital Transformation," *Inform Service Science Journal*, 10 (1), 98-109.
4. Pramanik, M.I., Raymond Y.K. Lau, R. Y.K. and **Demirkan, H.** and Azad, Md. A. (2017) "Smart Health: Big Data Enabled Health Paradigm within Smart Cities," *Expert Systems with Applications*, 87, 370–383.
5. Soper, D., **Demirkan, H.** and Goul, M. (2017) "Identifying Relevant Socio-Theoretic Foundations for Supporting Multi-Issue IT Cloudsourcing Negotiations," *IEEE Access, The Multidisciplinary Open Access Journal*, 4, 8670 - 8685.
6. Keith, M., **Demirkan, H.** and Goul, M. (2016) "Advice Network Formation in IT Project Teams: The Role of Task Uncertainty," *Decision Sciences Journal*, forthcoming (Online 24 June 2016).
7. Peters, C., Maglio, P., Badinelli, R., Harmon, R.R., Maull, R., Spohrer, J.C., Tuunanen, T., Vargo, S.L., Welsler, J.J., **Demirkan, H.**, Griffith, T.L., Moghaddam, Y. (2016) "Emerging Digital Frontiers for Service Innovation," *Communications of the Association for Information Systems*, 39 (8), 136-149.
8. **Demirkan, H.** and Spohrer, J. C. (2015) "T-Shaped Innovators: Identifying the Right Talent to Support Service Innovation," *Research Technology Management*, 58 (5), 12-15, Sep-Oct.
9. **Demirkan, H.**, Bess, C., Spohrer, J., Rayes, A.; Allen, D. and Moghaddam, Y. (2015) "Innovations with Smart Service Systems: Analytics, Big Data, Cognitive Assistance, and the Internet of Everything," *Communications of the Association for Information Systems: Vol. 37, Article 35*.
10. Balkan, S. and **Demirkan, H.** (2015) "Teaching Predictive Model Management in MIS Classrooms: A Tutorial," *Communications of the Association for Information Systems, Vol. 37, Article 28*.
11. **Demirkan, H.** and Spohrer, J. C. (2014) "Developing a Framework to Improve Virtual Shopping in Digital Malls with Intelligent Self-Service Systems," *Journal of Retailing and Consumer Services*, 21 (5), 860–868, September 2014.
12. Spohrer, J., Giuiusa, A., **Demirkan, H.** and Ing, D. (2013) "Service Science: Reframing Progress with Universities," *Systems Research and Behavioral Science*, 30, 561–569 Published online 18 October 2013 in Wiley Online Library (presented in *Service Systems, Natural Systems, the 56th Annual Meeting of International Society for the Systems Sciences*, San Jose, CA July 2012).
13. Keith, M., **Demirkan, H.** and Goul, M., (2013) "Service-Oriented Methodology for Systems Development," *Journal of Management Information Systems*, 30 (1), 227–260, Summer, published in the *Celebrating 30 Years of the JMIS. (Financial Times Research Rank)*
14. **Demirkan, H.** and Delen, D. (2013) "Leveraging the Capabilities of Service-Oriented Decision Support Systems: Putting Analytics and Big Data in Cloud," *Decision Support Systems and Electronic Commerce*, 55 (1), 412-421. Has been selected a winning paper in the prestigious *Emerald Citations of Excellence for 2016* "based on the citations, in terms of novelty, interdisciplinary and relevancy in today's world".
15. **Demirkan, H.** and Goul, M. (2013) "Taking Value-Networks to the Cloud Services: Security Services, Semantics and Service Level Agreements," *Information Systems and e-Business Management*, 11 (1), March, 51-91.
16. **Demirkan, H.**, Sen, S., Goul, M. and Nichols, J. (2012) "Ensuring Reliability in B2B Services: Fault Tolerant Inter-organizational Workflows," *Information Systems Frontiers*, 14 (3), 765-788.

17. Soper, D., **Demirkan, H.**, Goul, M. and St. Louis, R. (2012) "An Empirical Examination of the Impact of ICT Investments on Future Levels of Institutionalized Democracy and Foreign Direct Investment in Emerging Societies," *Journal of the Association for Information Systems*, 13 (3), 116-149.
18. Harmon, R., **Demirkan, H.** and Raffo, D. (2012) "Roadmapping the next wave of sustainable IT," *Foresight: The journal of future studies, strategic thinking and policy*, 14(2), 121-138.
19. Gros, M., Goul, M. and **Demirkan, H.** (2011) "Teaching with a Virtual Technology Lab: Promoting Effective Decision Making using Analytics as a Service," *Decision Sciences Journal of Innovative Education*, 9 (1), 119-127, Jan. The Best Paper Award 2011 (Finalist for the best teaching brief award. Received Honorable Mention.)
20. Keith, M., **Demirkan, H.** and Goul, M. (2010) "The Influence of Collaborative Technology Knowledge on Advice Network Structures," *Decision Support Systems*, 50(1), 140-151, December.
21. Daim, T., Harmon, R. and **Demirkan, H.** (2010) "Exploration of Adoption of Service Innovations through Technology Roadmapping: Case of Location Based Services," *International Journal of Service Science, Management, Engineering and Technology*, 1(2), 70-90.
22. Daim, T.U., Jetter, A., **Demirkan, H.** and Maglio, P.P. (2010) "Perspective: Technology Management in the Service Sector," The Special Issue on Exploring Service Innovation in *International Journal of Services, Technology and Management*, 13 (1/2): 3-19.
23. Balkan, S. and **Demirkan, H.** (2010) "Information Services for Advanced Marketing," *International Journal of Data Analysis and Information Systems*, 2 (1), 1-10, January-June.
24. **Demirkan, H.**, Cheng, Hsing K. and Bandyopadhyay, S. (2010) "Coordination Strategies in a SaaS Supply Chain," *Journal of Management Information Systems*, 26 (4), 121-146, Spring. (*Financial Times Research Rank*)
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1. Keskin, T. and **Demirkan, H.** (2019) "Mitigating the Reduction in Team Performance: Retention of Transactive Memory," *Journal of the Association for Information Systems*, invited for 2nd round review.
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Patents, Trademarks, Copyrights and Technology Transfer Licenses

1. Goul, M., **Demirkan, H.** and Arizona State University, "Method for Developing Enterprise Software Services," *Pending disclosure/patent application-ASU Case – M7-059*, United States, Nov.29, 2006.
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Refereed Case Competitions

1. Brown, G.W., Demirkan, H. and Goul, M., "Seeding the Cloud by Re-Aligning People, Process and Technology," **finalist in the 2011 SIM Case Competition, Sponsored by the Society of Information Management.**
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Working Papers

1. Keskin, T., Kennedy, D. and **Demirkan, H.** "Business Models for the Internet of Things Enabled Smart Service Systems," to be submitted to *International Journal of E-Commerce*.
2. **Demirkan, H.** "While solving the world's biggest problems and co-creating values, will smart machines replace us at work?"
3. **Demirkan, H.**, Goul, M. and Brown, G.W., "Seeding the Cloud for Innovation by Re-Aligning People, Process and Technology at Intel Corp.," to be submitted to *California Management Review*.
4. **Demirkan, H.** and Spohrer, J. C. "Innovation Framework for the Collaborative Economy: Towards "Laws of Service" Across Time-Space-Scale," to be submitted to *California Management Review*.
5. **Demirkan, H.**, Goul, M., Sen, S., and Nichols, J., "Reliable Inter-Organizational Service Delivery Networks" to be submitted to *International Journal of Supply Chain Management*.
6. Goul, M., **Demirkan, H.** and Nichols, J. "Inter-Enterprise Process and Service Execution in Federated Cloud," to be submitted to *IEEE Transactions on Engineering Management*.
7. Mousavi, S. and **Demirkan, H.** "How to Jumpstart and Stay on the Course with Social Media-based Solutions" to be submitted to *Decision Support Systems*.

Work in Progress (Ongoing Research)

8. Demirkan, H., Maglio, P.P., Spohrer, J.C. and Vargo, S.L., "Understanding the Capabilities and Limitations of Adaptive Service Systems: Toward a Service-Oriented Information Systems Research Agenda" to be submitted to *Information Systems Research*.

9. Demirkan, H., "On-demand Supply Chain Management with Cloud Computing Services," invited by Supply Chain Management Review (not yet written).
10. Harmon, R. and Demirkan, H. "Transitioning to a Service-Oriented Business Model: A Technology Roadmapping Approach" to be submitted to Research-Technology Management Journal.
11. Mousavi, S. and Demirkan, H. "Service Design for Internet Service Providers with Fuzzy Cognitive Map".
12. Demirkan, H. and Harmon, R., "Sustainable "Digital Universe": How should firms organize business and IT strategy for a better world?" to be submitted to California Management Review.
13. Demirkan, H. and Harmon, R., "A Value-Based Information Technology Services Pricing Strategies."
14. Harmon, R. and Demirkan, H. "Exploring the Building Blocks of Service Innovation: The Role of Customer Value Drivers."

Some of my ongoing research projects and interests are

Research Stream 1: Service Oriented Technology & Management

- Towards to Enterprise-as-a-Service: Federated Architecture Model for Complex Adaptive Smart Service Systems
- IoT cyber security model with cloud/fog computing (trust model, service-level agreements, autonomic computing, mobile agent models and web services for fault detection and recovery algorithms) (e.g. block chain)

Research Stream 2: Business Analytics & Collaborative Intelligence

- Cognitive assistants (structured & unstructured data, predictive analytics)
- Co-creation of value with machine learning, artificial intelligence (AI) & intelligence augmentation (IA); out-tasking; collaborative intelligence
- Mobile/location based analytics (predictive analytics, mobile location & stream data)
- Management and integration of complex big data (structured & unstructured data, data lakes/reservoirs)

Research Stream 3: Service Science & Customer Experience

- Value-based pricing model
- Customer experience maturity index

Research Stream 4: Digital Strategy & Transformation

- Digital advertising & analytics with big data
- T-shaped digital talents
- Human-centered smart services & cities with big data

Refereed Conference Proceedings, Papers and Abstracts

1. Kalam Siddike, A., Spohrer, J., **Demirkan, H.** and Kohda, Y. (2018) "People's Interactions with Cognitive Assistants for Enhanced Performances," *the 2018 Hawaii International Conference on System Sciences* Big Island, HI, Jan 2018.
2. Spohrer, J. C. and **Demirkan, H.**, "Understanding Service Systems & Innovations in Time-Space Complexity: The Abstract-Entity-Interaction-Outcome-Universals Theory," *Proc. of 22nd Annual Frontiers in Service Conference*, University of Miami, Miami, FL 2014 *Frontiers in Service Conference*, June 26-29, 2014.
3. Mousavi, S. and **Demirkan, H.** " The Key to Social Media Implementation: Bridging Customer Relationship Management to Social Media," *the 2013 Hawaii International Conference on System Sciences* Maui, HI, Jan 2013.
4. Sirianni, N., Wuenderlich, N. and **Demirkan, H.** "Branding the Intangible: Integrating Brand Symbols in Technology-Mediated Service Encounters" *Proc. of 21st Annual Frontiers in Service Conference*, University of Maryland, Baltimore, MD, June 14 – 17, 2012.
5. Morse, D., Wiersma, D. and **Demirkan, H.** "From Customer Experience to Customer Equity" *Proc. of 21st Annual Frontiers in Service Conference*, University of Maryland, Baltimore, MD, June 14–17, 2012.
6. Chan, E., Harmon, R. and **Demirkan, H.** "Privacy, Value Co-creation, and Service Innovation: Cui Bono?" *Proc. of the 2012 Hawaii International Conf. on System Sciences*, Maui, HI, Jan 2012.

7. Harmon, R., **Demirkan, H.** and Chan, E. "Redefining Market Opportunities through Service Innovation," *Proc. of the 2011 Portland International Conference on Management of Engineering & Technology*, Portland, Oregon, August 2011.
8. Nichols, J., Goul, M., Dooley, K. and **Demirkan, H.**, "Reconsidering Modular Design Rules in a Dynamic Service Context," *Sixth International Conference on Design Science Research in Information Systems and Technology (DESRIST 2011)*, May5-6, 2011, Milwaukee, Wisconsin.
9. Harmon, R. and **Demirkan, H.**, "The Corporate Sustainability Dimensions of Service-Oriented Information Technology", *2011 Service Research and Innovation Institute (SRII) Global Conference*, March 29 - April 2, 2011, Fairmont Hotel, San Jose, CA USA
10. Harmon, R., **Demirkan, H.**, Auseklis, N. and Reinoso, M. "From Green Computing to Sustainable IT: Developing a Sustainable Service Orientation," *Proc. of the 2010 Hawaii International Conference on System Sciences*, Kauai, HI, Jan 2010. Is selected by IEEE Computing Society as one of eight Essential Articles on Information Technology Understanding and Implementing Green IT.
11. **Demirkan, H.**, Goul, H., Kauffman, R. and Weber, D. "Does Distance Matter? The Influence of ICT on Bilateral Trade Flows," *Proc. of Pre-ICIS 2009 – Special Interest Group GlobDev Workshop*, AIS e-library, Phoenix, AZ, December 14, 2009.
12. Harmon, R., **Demirkan, H.**, Raffo, D. and Auseklis, N., "Corporate Social Responsibility Dimensions Of Information Technology: Assessing The State Of Sustainable IT Development," *Proc. of Pre-ICIS 2009 – Special Interest Group Services Workshop*, Phoenix, AZ, December 14, 2009.
13. Nichols, J., **Demirkan, H.** and Goul, M., "Towards a Theory of Agile Dashboards for Service Oriented Organizations," *Proc. of the 2009 Americas Conference on Information Systems*, San Francisco, California, August 2009.
14. Keith, M., **Demirkan, H.** and Goul, M., "Service-Oriented Software Development," *Proc. of the 2009 Americas Conference on Information Systems*, San Francisco, California, August 2009.
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23. **Demirkan, H.**, Soper, D. and Goul, M., "Proactive Knowledge Sharing Security for Netchains with Breach-Directed Dynamic Policy Revision," *Proc. of the Second Secure Knowledge Management Workshop*, N.Y., Sep. 28-29, 2006.

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25. Keith, M., Goul, M., **Demirkan, H.**, Nichols, J. and Mitchell, M., "Contextualizing Knowledge Management Readiness to Support Change Management Strategies," *Proc. of the 2006 Hawaii International Conference on System Sciences*, Manoa, HI, Jan 2006.
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27. Soper, D., **Demirkan, H.** and Goul, M., "A Vector-Based, Content-Analytic Methodology for Comparing Negotiated IT Service Level Agreements," *Proc. of the 2005 Americas Conference on Information Systems*, Omaha, Nebraska, August 2005.
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31. Goul, M., Satyavikas, K. and **Demirkan, H.**, "Towards Web Services Standards for Fault Tolerance Capabilities in Inter-organizational Workflow Management Systems," *Proc. of the Special Session of the International Conference on Web Services & Process Management*, Las Vegas, NV, June 2003.
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Invited and Lead Conference Proceedings, Papers and Abstracts

33. Carlsson, C. and **Demirkan, H.** "Track Introduction: Decision Analytics, Mobile Services and Service Science," *Proc. of the 52nd Hawaii Inter. Conference on System Sciences*, Maui, HI, Jan 2019.
34. Demirkan, H., Spohrer, J. C. and Badinelli, R. "Minitrack Introduction: Smart Service Systems: Analytics, Artificial Intelligence and Cognitive Applications," *Proc. of the 52nd Hawaii Inter. Conference on System Sciences*, Maui, HI, Jan 2019.
35. Carlsson, C. and **Demirkan, H.** "Track Introduction: Decision Analytics, Mobile Services and Service Science," *Proc. of the 51st Hawaii Inter. Conference on System Sciences*, Big Island, HI, Jan 2018.
36. **Demirkan, H.**, Spohrer, J. C. and Badinelli, R. "Minitrack Introduction: Smart Service Systems: Analytics, Cognition and Innovation," *Proc. of the 51st Hawaii Inter. Conference on System Sciences*, Big Island, HI, Jan 2018.
37. Carlsson, C. and **Demirkan, H.** "Track Introduction: Decision Analytics, Mobile Services and Service Science," *Proc. of the 50th Hawaii Inter. Conference on System Sciences*, Big Island, HI, Jan 2017.
38. **Demirkan, H.**, Spohrer, J. C. and Badinelli, R. "Minitrack Introduction: Smart Service Systems: Analytics, Cognition and Innovation," *Proc. of the 50th Hawaii Inter. Conference on System Sciences*, Big Island, HI, Jan 2017.
39. Sergey Belov, Spohrer, J. C. and **Demirkan, H.** "Minitrack Introduction: Business Intelligence, Analytics and Cognitive: Case Studies and Applications (COGS)," *Proc. of the 50th Hawaii Inter. Conference on System Sciences*, Big Island, HI, Jan 2017.
40. Carlsson, C. and **Demirkan, H.** "Track Introduction: Decision Analytics, Mobile Services and Service Science," *Proc. of the 49th Hawaii Inter. Conference on System Sciences*, Kauai, HI, Jan 2016.

41. **Demirkan, H.**, Spohrer, J. C. and Badinelli, R. "Minitrack Introduction: Smart Service Systems: Analytics, Cognition and Innovation," *Proc. of the 49th Hawaii Inter. Conference on System Sciences*, Kauai, HI, Jan 2016.
42. Carlsson, C. and **Demirkan, H.** "Track Introduction: Decision Analytics, Mobile Services and Service Science," *Proc. of the 48th Hawaii Inter. Conference on System Sciences*, Kauai, HI, Jan 2015.
43. Spohrer, J. C. and **Demirkan, H.** "Minitrack Introduction: Smart Service Systems: Analytics, Cognition and Innovation," *Proc. of the 48th Hawaii Inter. Conference on System Sciences*, Kauai, HI, Jan 2015.
44. **Demirkan, H.** and Spohrer, J. "Modeling Smart Service Systems with Analytics and Cognition" in the Service Science Cluster, *the Proc. of the Modeling Co-creative Systems, in Service Science Cluster at INFORMS 2014 Annual Meeting in San Francisco, CA*, Nov. 2014.
45. Carlsson, C. and **Demirkan, H.** "Track Introduction: Decision Analytics, Mobile Services and Service Science," *Proc. of the 47th Hawaii Inter. Conference on System Sciences*, Waikoloa, HI, Jan 2014.
46. **Demirkan, H.** "Minitrack Introduction: Analytics and Design-led Innovations & Management," *Proc. of the 47th Hawaii International Conference on System Sciences*, Waikoloa, HI, Jan 2014.
47. Carlsson, C. and **Demirkan, H.** "Track Introduction: Decision Analytics, Mobile Services and Service Science," *Proc. of the 46th Hawaii International Conference on System Sciences*, Maui, HI, Jan 2013.
48. **Demirkan, H.** and Goul, M. "Minitrack Introduction: Cloud Service Science & Systems," *Proc. of the 46th Hawaii International Conference on System Sciences*, Maui, HI, Jan 2013.
49. Delen, D., Oztekin, A. and **Demirkan, H.**, "Minitrack Introduction: Predictive Analytics and Big Data," *Proc. of the 46th Hawaii International Conference on System Sciences*, Maui, HI, Jan 2013.
50. Harmon, R., **Demirkan, H.** and Hefley, B., "Transitioning to a Service-oriented Business Model: A Technology Roadmapping Approach," *the Proc. of the Service Science & Innovations with Analytics, in Service Science Cluster at INFORMS 2012*, Phoenix, AZ, Oct.
51. **Demirkan, H.**, Goul, M. and Bouchard, S. "Minitrack Introduction: Service Systems and Cloud Computing Services," *Proc. of the 45th Hawaii International Conference on System Sciences*, Maui, HI, Jan 2012.
52. Delen, D. and **Demirkan, H.**, "Minitrack Introduction: Advanced Analytics Services for Managerial Decision Support," *Proc. of the 45th Hawaii International Conference on System Sciences*, Maui, HI, Jan 2012.
53. Gros, M., Goul, M. and **Demirkan, H.** (2011) "Teaching with a Virtual Technology Lab: Promoting Effective Decision Making using Analytics as a Service," Featured Session: Best Teaching Briefs; *Decision Sciences Institute 2011 Annual Meeting*, Boston, MA, Nov 2011.
54. **Demirkan, H.**, Harmon, R. and Chan, E., "Exploring the Building Blocks of Service Innovation: The Role of Customer Value Drivers," *the Service Science Cluster, INFORMS 2011 Annual Meeting in Charlotte, NC*, Nov. 2011.
55. **Demirkan, H.** and Goul, M., "Minitrack Introduction: Service Systems and Cloud Computing Services," *Proc. of the 44th Hawaii International Conference on System Sciences*, Kauai, HI, Jan 2011.
56. Delen, D. and **Demirkan, H.**, "Minitrack Introduction: Advanced Analytics for Managerial Decision Support," *Proc. of the 44th Hawaii International Conference on System Sciences*, Kauai, HI, Jan 2011.
57. **Demirkan, H.** and Goul, M., Symposium Presentation "Cloud Computing: Resource Allocation" in Symposium on Clouds, Grids and Mobile Clouds by Christer Carlsson and Dan Dolk, *Proc. of the 44th Hawaii International Conference on System Sciences*, Kauai, HI, Jan 2011.
58. Harmon, R. and **Demirkan, H.**, "Exploring the Societal Dimensions of IT: A Look at the Future of Sustainable IT Services," *the Proc. of the Technology Assessment and Forecasting II, in Technology Management/New Product Development at INFORMS 2010*, Austin, TX, Nov. 2010.
59. Ostrom, A.L., Bitner, M.J., Brown, S.W., Burkhard, K. A., Goul, M., Smith-Daniels, V., **Demirkan, H.**, Rabinovich, E., "Moving Forward and Making a Difference: Research Priorities for the Science of Service," *30th National Congress on Operations Research and Industrial Engineering (YAEM 2010)*, Istanbul, Turkey, June 30-July 2, 2010.

60. **Demirkan, H.**, Bordetsky, A., Dolk, D. and Goul, M., Symposium Introduction on “Cloud and Grid Computing Services: The Next Generation of Software-as-a-Service,” *Proc. of the 43rd Hawaii International Conference on System Sciences*, Kauai, HI, Jan 2010.
61. **Demirkan, H.**, Goul, M. and Gros, M., “Minitrack Introduction: The Service Oriented Enterprise,” *Proc. of the 43rd Hawaii International Conference on System Sciences*, Kauai, HI, Jan 2010.
62. Delen, D. and **Demirkan, H.**, “Minitrack Introduction: Introduction to Knowledge Discovery for Managerial Decision Support,” *Proc. of the 43rd Hawaii International Conference on System Sciences*, Kauai, HI, Jan 2010.
63. **Demirkan, H.**, “Leveraging the Capabilities of Adaptive Service Ecosystems,” *the Proc. of the Research Advances in the Service Science and Service-Oriented Solutions, in Service Science Cluster at INFORMS 2009*, San Diego, CA, Oct. 2009.
64. Harmon, R. and **Demirkan, H.**, “From Green Computing to Sustainable IT Services: Exploring the Dimensions of a New Discipline,” *the Proc. of the Research Advances in the Service Science and Service-Oriented Solutions, in Service Science Cluster at INFORMS 2009*, San Diego, CA, Oct.
65. **Demirkan, H.**, Goul, M. and Mitchell, M., “Minitrack Introduction: The Service Oriented Enterprise,” *Proc. of the 42nd Hawaii International Conference on System Sciences*, Waikoloa, HI, Jan 2009.
66. Delen, D. and **Demirkan, H.**, “Minitrack Introduction: Introduction to Knowledge Discovery for Managerial Decision Support,” *Proc. of the 42nd Hawaii International Conference on System Sciences*, Waikoloa, HI, Jan 2009.
67. Auseklis, N., **Demirkan, H.**, Harmon, R. and Hefley, B., “Designing IT Services for Sustainability and Business Value,” *2nd Annual International Conference on Business and Sustainability: Designing Sustainability*, Portland, OR, USA, October 15-17, 2008.
68. Keith, M., **Demirkan, H.** and Goul, M., “How Knowledge-Sharing Relationships Form in Service-Oriented Project Environments,” *the Proc. of the Research Advances in the IT/IS and Service Science in Information Systems Cluster at INFORMS 2008*, Washington D.C, VA, October 12-15, 2008.
69. Harmon, R., **Demirkan, H.**, Hefley, B., and Auseklis, N., “Value-Based Pricing for Emerging IT Services,” *the Proc. of the Research Advances in the IT/IS and Service Science in Information Systems Cluster at INFORMS 2008*, Washington D.C, VA, October 12-15, 2008.
70. **Demirkan, H.**, Goul, M. and Morse, D., “Minitrack Introduction: The Service Oriented Enterprise,” *Proc. of the 41st Hawaii International Conference on System Sciences*, Waikoloa, HI, Jan 2008.
71. Janssen, M., Klischewski, R. and **Demirkan, H.**, “Minitrack Introduction: E-Government Architecture, Infrastructure and Interoperability: Minitrack introduction,” *Proc. of the 40th Hawaii International Conference on System Sciences*, Waikoloa, HI, Jan 2008.
72. Sen, S., **Demirkan, H.** and Goul, M., “On-Demand Decision Support Environments: Towards Next Generation Decision Making, Collaboration and Coordination,” *the 38th Annual Meeting of the Decision Sciences Institute*, Phoenix, Arizona, November 17-20, 2007.
73. Keith, M., **Demirkan, H.** and Goul, M., “Organizational Issues with Service-Oriented Architecture,” *the 38th Annual Meeting of the Decision Sciences Institute*, Phoenix, Arizona, November 17-20, 2007.
74. Goul, M. and **Demirkan, H.**, “Semantics for Collaborating Organizations’ Self-Service Technologies,” *the Proc. of the Management of Very Complex Service Systems Session in Service Science Clusters at INFORMS 2007*, Seattle, Washington, November 4-7, 2007.
75. Jetter, A., Daim, T., **Demirkan, H.**, Maglio, P., Hefley, B., Donnelly, R., Tofts, C., Pease, J., Clark, E., Fujiwara, T., “PICMET 2007 Symposium Report on Technology Management in the Service Sector,” *the Management of Very Complex Service Systems Session in Service Science Clusters at INFORMS 2007*, Seattle, Washington, November 4-7, 2007.
76. **Demirkan, H.**, Goul, M. and Brown, G. W., “Minitrack Introduction: Towards the “Service Oriented Enterprise,” *Proc. of the 40th Hawaii International Conference on System Sciences*, Waikoloa, HI, Jan 2007, p. 62.
77. Janssen, M., Klischewski, R. and **Demirkan, H.**, “Minitrack Introduction: E-Government Infrastructure and Interoperability,” *Proc. of the 40th Hawaii International Conference on System Sciences*, Waikoloa, HI, Jan 2007, p. 100.

78. Goul, M., **Demirkan, H.** and Philippakis, A., "Minitrack Introduction: Introduction to the Knowledge Mobilization and Enterprise Coordination Capability Track," *Proc. of the 39th Annual Hawaii International Conference on System Sciences*, Manoa, HI, Jan 2006, January 2006. p. 157.

SELECTED ACADEMIC/PROFESSIONAL CONFERENCE AND INVITED PRESENTATIONS

Presentations given in the following countries: **USA, UK, Italy, Korea, Netherlands, Turkey, Mexico**

1. "Starting Your Day With Location" (panelists: A. Lopez, Digital Element, panel chair; T. Stork, Accuweather, J. Gregory, Pandora Music, H. Demirkan, University of Washington Tacoma), **Panel at Retail Loco West by Location Based Marketing Association**, Seattle, WA, April 24-25, 2019.
2. "Co-creation of Value with Artificial Intelligence and Out-tasking," Invited Key note speaker at the **Competitive Advantage in the Digital Economy Forum (CADE 2018)**, Venice, Italy by University of Warwick, June 18-20, 2018.
3. "Value of business analytics to demonstrate economic impact of Joint Base Lewis-McChord's to community," **the South Sound Military and Communities Partnership (SSMCP) Elected Officials Council Breakfast**, Eagles Pride Golf Course and Conference Center, Tacoma, WA, May 17.
4. "Impact of location data and analytics to labor and customer/employee experience" (panelists: M. Wales, Starbucks, panel chair, S. Ryan Coca Cola, A. Fanning, Catalytic, H. Demirkan, U. Washington-Tacoma), **Panel at Retail Loco West by Location Based Marketing Association**, Seattle, WA, April 24-25, 2018.
5. "The role of data analytics in business strategy and cybersecurity," **Guest Speaker at Essentials of Management Class for Master of Cybersecurity & Leadership**, UW Tacoma, Tacoma, WA, November 16, 2017.
6. "How can Organizations Use Smart Machines—cognitive computing—to Co-create Business Value", Faculty Research Lightning Rounds & Faculty Social at **the Office of Research UW Tacoma**, Tacoma, WA, November 2, 2017.
7. "How Smart Machines will Revolutionize the Retail Industry - Ready to engage with tomorrow's shopper?", The New Knowledge: Revolutionizing Retail at **Partnership by Milgard School of Business and IBM**, Tacoma, WA, October 25, 2017.
8. "How can we co-create value with smart machines?", invited presentation by Advanced Practices Council, **Society of Information Management**, Boston, MA, June 11 - 13, 2017.
9. Master of Ceremonies, "Industry-Academe Research Partnership to enable the human-technology frontier for next generation smarter service systems," **ISSIP-NSF Workshop**, Santa Clara, *March 29-30, 2017*.
10. Panel Chair, "Digital Transformation of Service" (panelists: Y. Moghaddam, ISSIP; A. Rayes, Cisco), **Compete Through Service Symposium**, the W. P. Carey School of Business at Arizona State University, October 26-28, 2016.
11. "Faculty Experience Panel on IBM Watson" (panelists: D. Buttera, IBM; H. Demirkan, U. Washington-Tacoma; R. Self, U. of Derby; A. Bener, Ryerson University; W. Yeoh, Deakin University), **IBM World of Watson 2016**; A Workshop - Evolving Education with Cognitive & Data Sciences, Las Vegas, NV, October 23, 2016. (*Invited*)
12. "Co-Creation Experiences: Segment of one with big data," **Yildiz Holding**, September 7, 2016.
13. "Cognitive Sessions at HICSS January 4-7, 2017 Conference", **IBM Cognitive Systems Institute** Group Speaker Series, March 10, 2016.
14. "Security in a World of Connected Devices: A Smart IoT Security Services Framework", **ISSIP Discovery Summit: IoT Security**, November 11 & 12, 2015, Santa Clara, CA.
15. "Developing & implementing a big data analytics strategy for next generation digital media & advertising business," **Hurriyet.com.tr & MedyaNet**, Turkey, September 2015.
16. "Unexpected connections between automotive sensors & dairy science: the new age of platform technologies and smart service systems," **Migros**, Turkey, August 2015.
17. "Strategic Service Innovation and Digital Transformation with Analytics and Smart Services", the Business Intelligence and Smart Service Innovation Institute (BISSI), **Smart Services Campus/Maastricht University**, 2015.

18. "Relief Operations: How to Improve Humanitarian Systems with Smart Analytics & Knowledge Management," 84th Civil Affairs "**PHOENIX**" **Battalion Academic Week**, Joint Base Lewis-McChord (JBLM), WA, March 2015.
19. Symposium on "Emerging Frontiers for Service Innovation," *Hawaii International Conference on System Sciences (HICSS)*, Kauai, HI, Jan, 2015.
20. "Choreography and Orchestration of Reliable, Secure and Dynamic Intra- and Inter-organizational Digital Processes with Smart Services," *2014 Service Science Research Symposium, IBM Almaden Research Center*, San Jose, CA, Nov. 2014. *(Invited)*
21. "Modeling Smart Service Systems with Analytics and Cognition," in the Modeling Co-creative Systems, in *Service Science Cluster at INFORMS 2014*, San Francisco, CA, Nov. 2014.
22. "Advice Network Formation in IT Project Teams: The Role of Task Uncertainty" and "Understanding Social Media Implementation: An Empirical Investigation," *Univ. of Washington - Bothell, Bothell, WA*, October 10, 2014. *(Invited)*
23. "Service Innovation," *GEMALTO@PRIME Paris Region*, July 3, 2014, San Francisco, CA, 2014 *(Invited)*
24. Panel Chair, "Service Innovation in Business and Society" (panelists: Anthony Boccanfuso, Niels Feldmann, Ammar Rayes, Bob Rodio, Deborah Stokes), *Symposium on the Future of Service Innovation hosted by California Center for Service Science and International Society of Service Innovation Professionals*, San Jose, CA, March 24, 2014.
25. "Understanding Social Media Implementation: An Empirical Investigation," *Babson College, MA, Feb 10, 2014. (Invited)*
26. "Inter-enterprise Business Process Execution in Cloud with Smart Analytics enabled Dynamic SLAs", *Cisco Services Symposium*, San Jose, CA, Dec 10, 2013. *(Invited)*
27. "Smart Healthcare Systems Framework," *Florida International University*, FL, December 6, 2013. *(Invited)*
28. Panel Chair, "ISSIP Service Analytics – Empowering Service Innovations Through Smart Analytics" (panelists: D. Allen, Cisco; C. Bess, HP; Y. Moghaddam, ISSIP; A. Rayes, Cisco; J. Spohrer), *Center for Services Leadership Symposium*, the W. P. Carey School of Business at Arizona State University, November 6-8, 2013.
29. "Customer Experience Management & Innovations for Healthcare IT," *Entegre Enformasyon Systems*, Istanbul, Turkey, June 15, 2013. *(Invited)*
30. "Inter- and Intra- Enterprise Business Process Execution with a Service-Oriented Computing (Cloud Computing)," *Univ. of Washington*, Tacoma, Feb 2013. *(Invited)*
31. "Inter- and Intra- Enterprise Business Process Execution with a Service-Oriented Computing (Cloud Computing)," *Univ. of South Carolina*, Jan 2013. *(Invited)*
32. "Inter- and Intra- Enterprise Business Process Execution with a Service-Oriented Computing (Cloud Computing)," *North Carolina State University*, Jan 2013. *(Invited)*
33. "Inter- and Intra- Enterprise Business Process Execution with a Service-Oriented Computing (Cloud Computing)," *Univ. of Washington, Information School*, Dec 2012. *(Invited)*
34. "Seeding The Cloud Services By Re-Aligning People, Process And Technology," the International Institute of Product and Service Innovation (IIPSI) at *WMG, University of Warwick, Warwick, United Kingdom*, May 24, 2012. *(Invited)*
35. "Redefining Market Opportunities through ICT-Oriented Service Innovation," *Service Science Forum, London*, United Kingdom, May 23, 2012. *(Invited)*
36. "An Interdisciplinary Perspective on IT Services Management and Service Science," the Institute of Service Research at *Unv. Of Exeter, Exeter*, United Kingdom, May 22, 2012. *(Invited)*
37. "Service Computing" Invited talk in the Pre-HICSS SSME Workshop: Five Years of Service Science at *HICSS*, Looking Back and Looking Ahead, *Hawaii International Conference on System Sciences*, Maui, Hawaii, Jan 2012.
38. "Service Oriented Project Management)," *Turkcell, Corporation, Istanbul, Turkey*, August 15, 2011. *(Invited)*
39. "Strategic Planning for Retail Business Intelligence & Analytics," *Koton, Istanbul, Turkey*, July 20, 2011. *(Invited)*
40. "Strategic Business Intelligence & Analytics," *Inci Battery, Manisa, Turkey*, August 5, 2011. *(Invited)*

41. "Inter- and Intra- Enterprise Business Process Execution with a Service-Oriented Computing (Cloud Computing)," *Naval Post Graduate School*, Monterrey, CA, March 1, 2011. *(Invited)*
42. "Research Agenda Setting Around Key Priorities: Value Measurement and Optimization," in the *3rd Annual Center for Services Leadership (CSL) Academic Meeting*, ASU, the Mission Palms, Tempe, AZ, February 2011.
43. "Coordination Strategies in an Saas Supply Chain," *Loyola College-Maryland*, Baltimore, Maryland, January 19, 2011. *(Invited)*
44. "Cloud Computing: Resource Allocation" in Symposium on Clouds, Grids and Mobile Clouds by Christer Carlsson and Dan Dolk, *Hawaii International Conference on System Sciences (HICSS)*, Kauai, Hawaii, Jan 2011.
45. "Service Innovation and the Science of Service Moving Forward and Making a Difference: Research Priorities for the Science of Service," *the Korea Institute for Industrial Economics and Trade*, Seoul, Korea on Nov. 16, 2010. *(Invited)*
46. "Toward the Design of Service-Oriented Software Development," *University of Nevada*, Las Vegas, NV, October 5, 2010. *(Invited)*
47. "Moving Forward and Making a Difference: Research Priorities for the Science of Service," *30th National Congress on Operations Research and Industrial Engineering (YAEM 2010)*, Istanbul, Turkey, June 30-July 2, 2010.
48. "Research Agenda Setting Around Key Priorities: Stimulating Service Innovation," in the *2nd Annual Center for Services Leadership (CSL) Academic Meeting*, ASU, the Sheraton Phoenix Downtown Hotel, Phoenix AZ, February 2010. *(Invited)*
49. "Strategies for Academically Successful Research with Industry Partners," (panelists: R. Kauffman, H. Demirkan, N. Granados, D. Kettles and T. Li), *2009-2010 IS Ph.D. Program Retreat*, W. P. Carey School of Business, **Arizona State University**, Tempe, AZ, January 2010. *(Invited)*
50. Symposium Presentation "Cloud and Grid Computing Services: The Next Generation of Software-as-a-Service," *Hawaii International Conference on System Sciences (HICSS)*, Kauai, Hawaii, Jan 2010.
51. "Where's the science in 'service science'?" (panelists: P.P. Maglio, IBM; H. Demirkan, Arizona State University; A. Srinivasan, The University of Auckland; S. Vargo, University of Hawaii), *Service Science, Management and Engineering mini-track in Hawaii International Conference on System Sciences (HICSS)*, Kauai, HI, Jan 2010. *(Invited)*
52. "From Green Computing to Sustainable IT: Developing a Sustainable Service Orientation," *Hawaii International Conference on System Sciences (HICSS)*, Kauai, Hawaii, Jan 2010.
53. "Leveraging the Capabilities of Adaptive Service Ecosystems," *Research Advances in the Service Science and Service-Oriented Solutions*, in *Service Science Cluster* at **INFORMS** 2009, San Diego, CA, Oct. 2009.
54. "Effective Project Management Tools, Techniques and Skills," in the Master of Science Information Management Executive Seminar Series on "Business Transformation through IT," W.P. Carey School of Business, **Arizona State University**, Tempe, AZ, September 12, 2009. *(Invited)*
55. "Requirements Engineering Review Seminar (by Online-Webinar Technology) for **YRC Worldwide** Enterprise Solutions Group (May 14, 2009). *(Invited)*
56. 2009 Panelist for the **National Science Foundation** to evaluate, review and monitor the research proposals and projects for FY 09 Service Enterprise Systems Program (in Manufacturing Enterprise Systems, Division of Civil, Mechanical and Manufacturing Innovation) (April 20, 2009). *(Invited)*
57. "Teaching DSS/BI within Teradata University Network e-learning services system resources," (panelists: L. Volonino, Canisius College; R. Swift, Teradata; P. Cronan, University of Arkansas; J. Wagner, Planners' Lab and IFPS; H. Demirkan, Arizona State University; E. Turban, University of Hawaii), *38th Annual Meeting of the Decision Sciences Institute*, Phoenix, AZ, Nov. 17-20, 2007.
58. Panel Co-Chair, "Towards the Service Oriented Enterprise Vision," in Information Systems Track (M. Goul, ASU; R. Hacker, Intel; M. Mitchell, American Express, G. Brown, Value Chain Group), *38th Annual Meeting of the Decision Sciences Institute*, Phoenix, AZ, November 17-20, 2007.

59. Panel Co-Chair, "Service Oriented Technologies and Management," (panelists: P.P. Maglio, IBM; J.A. Vayghan, IBM; H.-G. Fill, D. Karagiannis, University of Vienna, Austria), *the 9th International Conf. of E-Commerce*, University of Minnesota, Minneapolis, MN, August 21, 2007.
60. Panel Co-Chair, "Technology Management in the Service Sector," (panelists: T. Daim, A. Jetter, B. Hefley, C. Tofts, J. Pease, E. Clark), *the Portland International Center for Management of Engineering and Technology (PICMET) Conference*, Portland, Oregon, August 5 - 9, 2007.
61. "Process and Services Fusion Impact Assessment," *2007 Portland International Center for Management of Engineering and Technology Conference (PICMET)*, Portland, OR, August 5-9, 2007.
62. "Process and Services Fusion Impact Assessment" in *Engineering & Technology Management Department* in Maseeh College of Engineering and Computer Science at **Portland State University**, Oregon, USA on March 15, 2007. *(invited)*
63. "Using Teradata University Resources in Your Classes," Data Warehousing and Business Intelligence Mini-track in the Organizational Systems and Technology Track, *the 2007 Hawaii International Conference on System Sciences (HICSS)*, Hawaii, January 4, 2007.
64. "Orchestrating SOA through SLA-Aware SOI," *Virtualization Research Summit by Intel Corp. IT Innovation Centre*, Folsom, CA., Nov. 7, 2006. *(invited)*
65. "Process and Services Fusion Impact Assessment: SSME Findings from Industry Collaboration and the Need for Competency Centers," *Management and Engineering Education for the 21st Century Conference* by **IBM Almaden** Research Center Services Sciences, N.Y., October 5-7 2006.
66. "Proactive Knowledge Sharing Security for Netchains with Breach-Directed Dynamic Policy Revision," *the Second Secure Knowledge Management Workshop*, N.Y., September 29, 2006.
67. "Federated Security in the Service Oriented Enterprise with Application to Value Chain Integration," a panel member (panelists: G. Matute, D. Flitcroft, H. Demirkan and S. Slade), *Facilitating Globalization through Strategic Partnerships, the Security Symposium of Center for Advancing Business through Information Technology*, ASU, September 8, 2006. *(invited)*
68. Panel Co-Chair, "Towards the Service Oriented Enterprise Vision: Bridging Industry and Academics," (panelists: M. Goul, ASU; G.W. Brown, Intel and M. Mitchell, American Express), *the 2006 Americas Conference on Information System (AMCIS)*, Acapulco, Mexico, August 5, 2006.
69. AMCIS 2006 Tutorial, "Using MicroStrategy Business Intelligence Tools in Your Classes," presented a Teradata University Network workshop, *the 2006 Americas Conference on Information System*, Acapulco (**AMCIS**), Mexico, August 3, 2006.
70. "Manufacturing business process Pattern Ontologies for the extended Service oriented Enterprise," (with M. Goul and G. Brown), *the MPOSE kickoff town hall meeting at Intel Corporation*, Chandler, AZ, Feb 03, 2006. *(invited)*
71. "Project Management for IT/IS Auditors and Controllers," *Information Systems Auditors and Controllers (ISACA) Phoenix Chapter Meeting*, Nov 17, 2005 in Phoenix, AZ. *(invited)*
72. "Business Analysis Techniques and Requirements Engineering" *Executive Education for American Express Procure to Pay Group* (November 9, 2005). *(invited)*
73. "Information Technology Project Management & Systems Development Methodologies" *Executive Education for American Express Procure to Pay Group* (November 8, 2005). *(invited)*
74. "The ASU-Amex Collaborative Research Program: Service Oriented Ecosystem," *the Global Card Services 3rd quarter town hall meeting at American Express Corporation*, Scottsdale, AZ, November 1, 2005. *(invited)*
75. "Information Technology System Architectures: Impact of Service Oriented culture to Research, Academia and industry," *Professional Advisory Board Meeting - Department of Information Systems at W.P Carey School of Business*, Tempe, AZ, October 14, 2005.
76. "Streamlining the Global Corporate Services Information Factory," *the ASU-Amex Collaborative Research Program Chief Technology Officer Forum at American Express Corporation*, Scottsdale, AZ, September 1, 2005. *(invited)*
77. "Trends that set the future of Business Intelligence," *Retreat of North America Business Intelligence Organization of Procter & Gamble Inc.*, Squaw Peak Hilton, Phoenix, AZ, March 4, 2004. *(invited)*

78. "The Coordination Strategies of Application Services Supply Chain: The Queuing Effects," 33rd Annual Meeting of the **Decision Sciences Institute**, San Diego, California, November 2002.
79. "The Risk and Information Sharing of Application Services Supply Chain," *School of Accountancy and Information Management, College of Business, ASU*, Tempe, AZ, Feb 2002. (invited)
80. "The Risk and Information Sharing of Application Services Supply Chain," Department of Telecommunication, **Michigan State University**, East Lansing, MI, Feb 2002. (invited)
81. "MicroStrategy Business Intelligence Platform", **Oracle Open World**, San Francisco, CA, Fall 2000.
82. "Planning and Controlling Multiple Interdependent Projects," **INFORMS Spring Meeting**, Cincinnati, Ohio, May 1999.
83. "Planning and Controlling Multiple Interdependent Projects-Case Study," **Project Management and Scheduling International Workshop**, Istanbul, Turkey, July 1998.

Invited Exhibitions of Research, Mentions & Press Coverage

Print

1. "Publicly engaged scholarship across UW Tacoma" Office of Research 2017-18 Annual Report, UW Tacoma
http://www.tacoma.uw.edu/sites/default/files/sections/OfficeofResearch/uwtOfficeOfResearch_AnnualReport_2017-2018_FINAL_reducedfilesize.pdf
2. "The Global Innovation and Design Lab: A Hub for Problem Solving" by John Burkhardt / January 31, 2019 on UW Tacoma News <http://www.tacoma.uw.edu/news/article/global-innovation-design-lab-hub-problem-solving>
3. "JBLM Week in the City of Tacoma" by Chancellor Mark A. Pagano, November 13, 2018 on UW Tacoma Chancellor's Blog. <http://www.tacoma.uw.edu/chancellor/blog/2018/11/13/jblm-week-city-tacoma>
4. "Compete Everyday Forever" Economic Development Board Tacoma Pierce County Board Meeting September 28, 2018 <https://www.edbtacomapierce.org/wp-content/uploads/2018/09/Tacoma-Economic-Development-Board-uncategorized-224.pdf>
5. "UWT hosts Applied Project Showcase" by Fajar Lodhi, The Tacoma Ledger, News Magazine for UW Tacoma, May 29, 2018, <http://thetacomaledger.com/2018/05/29/uwt-hosts-applied-project-showcase/>
6. "Milgard Team To Calculate Economic Impact of JBLM" reprint by John Burkhardt, June 1, 2018, <http://www.tacoma.uw.edu/news/article/milgard-team-calculate-economic-impact-jblm>
7. "Leaders briefed on JBLM economic study" by John Norgren, JBLM Northwest Guardian, May 25, 2018, <http://www.nwguardian.com/2018/05/24/30391/leaders-briefed-on-jblm-economic.html>
<https://dennyheck.house.gov/media-center/in-the-news/jblm-northwest-guardian>
8. "Moving the field forward" by Sailu Kodavati, The Tacoma Ledger, News Magazine for UW Tacoma, January 8, 2018, <http://thetacomaledger.com/2018/01/08/moving-field-forward/>
9. "Moving the field forward: student paper award for future-tech research at 2018 HICSS" by Shane Benoit, Milgard School of Business, December 11, 2017, <http://www.tacoma.uw.edu/milgard-school-business/article/moving-field-forward-student-paper-award-future-tech-research-2018>
10. "Unlock talent from across Africa: Digital revolution crumbles barriers" by Liezel de Lange, City Press, December 3, 2017, <https://citypress.news24.com/Business/digital-revolution-crumbles-barriers-20171201>
11. "Introducing the Center for Business Analytics" by John Burkhardt, UW Tacoma News & Information, November 27, 2017, (<http://www.tacoma.uw.edu/news/article/introducing-center-business-analytics>)
12. "UWT Programs Fuel Region's Growing Pool of Talent" by Economic Development Board Tacoma, October 2017, Number 2010 (<http://myemail.constantcontact.com/UW-Tacoma-programs-boost-growing-talent-pool.html?soid=1103548877308&aid=P0TztgAo8ig>)
13. "Sound Credit Union's Analytics Journey" by Tara Knutsen, Milgard School of Business, April 19, 2017, <http://www.tacoma.uw.edu/milgard/milgard/news/scuanalytics>
14. Cognitive and data science education workshop was a huge success, IBM Developer Works Academic Initiative, November 2, 2016,

<https://developer.ibm.com/academic/2016/11/02/cognitive-and-data-science-education-workshop-was-a-huge-success/>

15. Featured in Faculty Note at University of Washington Tacoma, February 17, 2015, <http://www.tacoma.uw.edu/news/article/faculty-note-haluk-demirkan>
16. Featured in MBA Newsletter Autumn 2014, Milgard School of Business, UW-Tacoma <http://www.tacoma.uw.edu/milgard-school-business/mba-newsletter-autumn-2014>
17. <http://www.turkiyede.com.tr/> "Analitik projeler neden başarısız oluyor?" A news article titled "Why analytics projects are failing?" August 25, 2014 (<http://www.turkiyede.com.tr/guncel/analitik-projeler-neden-basarisiz-oluyor-h94780.html>)
18. Vrbicky, K. W. "Internet of Things Becoming a Healthcare Game Changer," *IEEE Computing Now*, Blog, Interview with H. Demirkan, June 25, 2014.
19. Burkhardt, J. "Demirkan turns data into wisdom," *University of Washington Tacoma Communications*, March 14, 2014.
20. Vitone, C. "New Professor Joins the Milgard School of Business," *The Tacoma Ledger*, Feb 24, 2014
21. Soper, D. and Demirkan, H. "Revolution 2.0: How ICTs Impact Democracy and Corruption in Emerging Societies" *the special issue of IEEE IT Professional on IT in Emerging Markets*, 18-23, July/August 2012 is featured in "IT and Emerging Markets: The New Nexus" by San Murugesan in *Computing Now*, IEEE Computer Society, October 2012.
22. Demirkan, H. and St. Louis, R. "The MSIM Curriculum Part Two: Data and Project Management," *knowIT@W. P. Carey*, June 06, 2012.
23. Demirkan, H., Soper, D. Goul, M. and St. Louis, R. "From Facebook to Freedom: Does Technology Spur Democracy?" *knowIT@W. P. Carey*, Sep 6, 2011; reprint *The Knowledge@W.P.Carey*, September 14, 2011.
24. By Amy Roach Partridge(2001) "High Tech: The Rise of SaaS and the Cloud," *inboundLogistics*, 2011 Thomas Publishing Company, April 2011 (<http://www.inboundlogistics.com/cms/article/high-tech-the-rise-of-saas-and-the-cloud/>)
25. Harmon, R. and Demirkan, H. (2011) "IT Services Innovation: The Next Wave of Sustainable IT?" *by the special issue of IEEE IT Professional on Green IT*, 19-25, Jan/Feb. is featured in "Green IT: Helping to Create a Sustainable Planet" by San Murugesan in *Computing Now*, IEEE Computer Society, May 2011.
26. Demirkan, H. and Harmon, R. "From green to gold: Sustainable IT efforts can drive opportunity," *knowIT@W. P. Carey*, March 7, 2011.
27. Barlow, K., Bisciglia, C., Demirkan, H., Pederson, A., Sannier, A., Santanam, R. and Stanzione, D., "First-Class Cloud: Google Opens Its Computing Power to University Students," *The Knowledge@W. P. Carey*, September 10, 2008.
28. Bitner, M. J., Demirkan, H. and Goul, M. "Jamming Out Web Services? Maybe You Need a Conductor," *The Knowledge@W. P. Carey*, July 16, 2008.
29. Demirkan, H. and Vayghan, J., "Cloud Computing: The Evolution of Software-as-a-Service," *The Knowledge@W. P. Carey*, June 04, 2008.
30. Demirkan, H. and St. Louis, R., "Computing IT's Give-and-Take Role in Sustainability," *The Knowledge@W. P. Carey*, April 23, 2008.
31. Demirkan, H. and Goul, M., "Digital Asset Management and Data Collaboration System," Arizona State University *The Arizona Technology Enterprises, LLC. New Invention Announcement*, 2006.
32. Cheng, H. K. and Demirkan, H., "The risk and information sharing of application services supply chain," *The Institute of Finance and Trade Economics, Chinese Academy of Social Sciences*, October 5, 2007.
33. Demirkan, H. and Goul, M., "Orchestrating SOA through SLA-Aware SOI," a research paper was invited to *the Virtualization Research Summit* by Intel Corp. IT Innovation Centre, Folsom, CA., Nov. 7, 2006.
34. Demirkan, H., Gill, M., Goul, M. and St. Louis, R., "Working it out: Stock-market players detect and reward smart outsourcing," *The Knowledge@W. P. Carey*, October 25, 2006.
35. Demirkan, H., St. Louis, R. and Vinze, A., "Trust me: Building strategic partnerships in a global marketplace," *The Knowledge@W. P. Carey*, September 27, 2006.

36. Demirkan, H. and Goul, M., "Process and Services Fusion Impact Assessment: SSME Findings from Industry Collaboration and the Need for Competency Centers," a research position paper was invited to *the Management and Engineering Education for the 21st Century Conference* by IBM Almaden Research Center Services Sciences, N.Y., October 5-7 2006.
37. Demirkan, H., Goul, M. and St. Louis, R., "Evidence-Based Management: Finding the Hidden Treasure in Corporate Databases," *The Knowledge @W. P. Carey*, July 5, 2006.
38. Demirkan, H., Goul, M., Keim, R. and Shrednick, H., "The Dinosaur Myth: Mainframe Behemoths Aren't Dead Yet," *The Knowledge @W. P. Carey*, April 26, 2006.
39. Brown, G., Demirkan, H., Drecun, V. and Goul, M. "Smooth Integration of Web Services Depends on Common Vocabulary," *The Knowledge @W. P. Carey*, February 15, 2006.
40. Demirkan, H. and Goul, M., "Ready or Not, New IT Paradigm Requires Knowledge Sharing," *The Knowledge @W. P. Carey*, January 18, 2006.
41. Brown, G., Demirkan, H. and Goul, M., "New IT Paradigm: Software Evolves From Product to Service," *The Knowledge @W. P. Carey*, November 9, 2005.
42. Faculty Spotlight: Haluk Demirkan, "Demirkan Bridges Professor Role with Perspectives Gleaned from Experience," written by Professor Michael Goul, *IS News, Department of Information Systems, W. P. Carey School of Business, ASU, Fall 2005*.
43. Research Spotlight: "New Directions: The Enterprise Computing Initiative," written by Professor Michael Goul, *SIG DSS Newsletter, Association for information Systems, Summer 2005, Vol 4, No. 1*.
44. Research Spotlight: "Decision Support in the Proactive Services Oriented Enterprise," The Enterprise Computing initiative is a coordinated effort between the Ira A. Fulton School of Engineering, the W. P. Carey School of Business, the Institute for Computer and Information Science and Engineering (InCISE), the Institute for Manufacturing Enterprise Systems (IMES) and Center for Advancing Business through Information Technology (CABIT), *Computer Science and Engineering Monitor, Ira A. Fulton School of Engineering, ASU, Spring 2005*.

Video

45. JBLM – A Regional Economic Center, by Pierce County Television, Oct 30, 2018
<https://youtu.be/rinvW805DvU>
46. "How can Organizations Use Smart Machines—cognitive computing—to Co-create Business Value", Faculty Research Lightning Rounds & Faculty Social at **the Office of Research UW Tacoma**, Tacoma, WA, November 2, 2017.
<https://www.youtube.com/embed/tbdQwxE3fiU?list=PL-r-Ht1OarqBx2JO9R4SaJ4Ov3adRHHp->
47. Evolving Education with Cognitive Data & Sciences – Experiences with Watson Analytics at University of Washington Tacoma, Cognitive and data science education workshop was a huge success, IBM Developer Works Academic Initiative, November 2, 2016
<https://youtu.be/1nYEJ7ir6OI>

Audio

48. Podcats interview of Demirkan, H. and Dal, B. by List, B. "Why Do So Many Analytics Projects Still Fail?" INFORMS Today: The Podcast Series, July 23, 2014. <https://www.informs.org/Blogs/E-News-Blog/Podcast-Why-Analytics-Projects-Fail>

DISSERTATION, MASTERS, HONORS COMMITTEES, INDEPENDENT STUDIES

Ph. D. Dissertation Committees

Total Committees Served: 5 (including co-chair position)
Total Committees Chaired: 1 (co-chair)

1. Keith, Mark, "Organizing for Services: Enhancing Individual and Team Performance Through Coordination Network Analysis," in process, (**Co-Chair(s)**: Haluk Demirkan, Michael Goul; Committee Member: Paul Steinbart) (Completed 2008, Assistant Professor, Brigham Young University)

2. Nichols, Jason, "On the Modular Design of Business Processes Through Dynamic Capabilities," in process, (Chair: Michael Goul; **Committee Members:** Haluk Demirkan, Kevin Dooley) (Completed 2009, Visiting Assistant Professor, Oklahoma State University)
3. Soper, Dan, "A Longitudinal Assessment of the Economic, Political, and Cultural Impacts of Information and Communication Technology Investments in Emerging Societies," (Chair: Michael Goul; **Committee Members:** Haluk Demirkan, Robert St. Louis) (Completed 2008, Assistant Professor, California State University Fullerton)
4. Gill, Mark, "The Effect of Outsourcing On Firm Value," (Chair: Michael Goul; **Committee Members:** Haluk Demirkan, Robert St. Louis) (Completed 2005, Assistant Professor, University of Louisville)
5. LaBrie, Ryan, "The Impact of Alternative Search Mechanisms on the Effectiveness of Knowledge Retrieval," (Chair: Robert St. Louis; **Committee Members:** Haluk Demirkan, Andrew N.K. Chen, Karen Coral, Ajay S. Vinze) (Completed 2004, Assistant Professor, Seattle Pacific University)

Independent Studies with Doctoral Students

CIS 790 & 792 Studies and Research Projects @ASU)

Total Independent Studies: 9

1. Seyedreza Mousavi, (Research Project, 2011-present)
2. David Weber, (791 Research Study, 2008-2009) (w. M. Goul & R. Kauffman)
3. Jason Nicholas, (790 Research Study, 2002-2004; Research Projects, 2003-2011) (w. M. Goul)
4. Mark Keith, (790 Research Study, 2005-2006; Research Projects, 2005-present) (w. M. Goul)
5. Gregory Schymik, (Research Projects, 2006-2007) (w. M. Goul)
6. Daniel Soper, (Research Projects, 2005-2008 (w. M. Goul)
7. Sagnika Sen, (790 Research Study, 2002-2003; Research Projects, 2003-2006) (w. M. Goul)
8. Tamuchin McCreless, (Research Project, 2004-2005) (with A. Chen)
9. Jiakai Chen, (Research Project, 2004) (w. M. Goul)

Undergraduate Honors and Special Scholar Programs

Total Independent Studies: 13

1. Rebecca Waskey, Milgard Scholar Program, AY 2018-19, Univ. of Washington - Tacoma
2. Subhleen Marok, Milgard Scholar Program, AY 2017-18, Univ. of Washington - Tacoma
3. Adriann Legaspi, Milgard Scholar Program, AY 2017-18, Univ. of Washington - Tacoma
4. Arashk Afshar, Milgard Scholar Program, AY 2016-17, Univ. of Washington - Tacoma
5. Serhiy Stolyarchuk, Milgard Scholar Program, autumn 2016, Univ. of Washington - Tacoma
6. Shorleh Samael, Milgard Scholar Program, AY 2015-16, Univ. of Washington - Tacoma
7. Truong T. Nguyen, Milgard Scholar Program, AY 2015-2016, Univ. of Washington - Tacoma
8. Patrick McSherry, Milgard School of Business undergrad, independent study 2015, UW -Tacoma
9. Megan Chyan, Milgard Scholar Program, AY 2014-2015, Univ. of Washington - Tacoma
10. Steven Alves, Milgard Scholar Program, AY 2013-2014, Univ. of Washington - Tacoma
11. Erick Torres, Honors Footnote18, IT Project Management, Honors Credit, fall 2009, Arizona S. U.
12. Brian Gregory, WST493, The Barrett Honors College Thesis, fall 2003-spring 2004, Arizona S. U.
13. Amelia Kwong, Honors, Footnote18 – Business Database, Honors Credit, fall 2003, Arizona S. U.

Advising Master Students

Total Independent Studies: 5

1. Marcus Perry, "Assessment of a Service System with Value Delivery Modeling Language and Business Process Model and Notation," summer 2015, Milgard School of Business MBA Program, University of Washington – Tacoma.
2. Roman Dixon, "Assessment of a Service System with Value Delivery Modeling Language and Business Process Model and Notation," summer 2015, Milgard School of Business MBA Program, University of Washington – Tacoma.

3. Don Clark, "Business Transformation through Big Data & Analytics for Sound Credit Union", TBUS 569 Analytical Research Winter 7 Spring 2014 for Milgard School of Business MBA Program, University of Washington – Tacoma.
4. Furkan Uzar, "Distribution Planning of Bulk Lubricants at an Energy Company," (Chair: Bulent Catay; Committee Member: Tonguç Ünlüyurt, Kerem Bulbul, Murat Kaya, Haluk Demirkan) (Completed July 2009) Manufacturing Systems Engineering, Faculty of Engineering & Natural Sciences, Sabanci University, Istanbul, Turkey (committee member for the Master of Science Degree).
5. Gizem Cavuslar, "A Tabu Search Approach For the Nuclear Magnetic Resonance Protein Structure Based Assignment Problem," (Completed July 2011) Manufacturing Systems Engineering, Faculty of Engineering & Natural Sciences, Sabanci University, Istanbul, Turkey (committee member for the Master of Science Degree).

AWARDS, RESEARCH GRANTS & SPONSORED PROJECTS

1. 2019/2020 Research Grant - Co-PI, "Tideflats Economic Impact Analysis Report", South Sound Manufacturing Industrial Council, Economic Development Board (EDB) for Tacoma-Pierce County, Tacoma Chamber of Commerce (Granted, \$15,000) (Co-PI = M. Bergman)
2. 2018/2019 Software Grant - PI, Microsoft, "Azure Cloud Platform Education Grants," for applied project course (estimated value of software for 45 user licenses) (Software Granted, \$20,000)
3. 2018/2019 Software Grant - PI, Alteryx, "Analytics Platform Education Grants/Alteryx Designer Academic Use," for applied project course (estimated value of software is \$5,000 per user for 41 user licenses) (Software Granted, \$205,000).
4. 2017/2018 Software Grant - PI, Google, "Google Cloud Platform Education Grants," for applied project course (estimated value of software for 45 user licenses) (Software Granted, \$7,500).
5. 2017/2018 Research Grant - PI, "Economic impact of Joint Base Lewis-McChord's to community", City of Lakewood, WA and the South Sound Military and Communities Partnership (SSMCP) (Granted, \$10,000).
6. 2017/2018 Education Grant – Co-PI, Wells Fargo, to create a "Fintech Certificate/Specialization," (estimated value of \$570,000 for 3 years) (not funded).
7. 2016/2017 – Co-PI with Supply Chain, Transportation and Logistics (SCTL) Center at UW and University of Alaska – Pacific NW Transportation Consortium Multi-Institution Project Proposals for FY 2017-2018, "Develop a Data-Based Trust Framework to Provide Operational Security (OpSec) of Global Supply Chains, Logistics, and Smart Goods/Internet of Things (IoT)" (Not Funded, \$180,000)
8. 2016/2017 - PI, NSF - Service Enterprise Systems Program, "Research Workshop on Business-Relevant, Global, and Interdisciplinary Service Science and Service Innovation Research Priorities," will be submitted to NSF (In Process, \$50,000)
9. 2016/2017 - Co-PI, Artificial Intelligence Journal: Funding Opportunities for Promoting AI Research, Will request funds to run 1-day Symposium "Digital Service Innovations Enabled by Analytics & Cognitive Science" (In Process, \$9,500)
10. 2016 – PI, Recipient of IBM Faculty Award from IBM Data & Analytics Group. "Business & Digital Analytics" (Granted, \$10,000)
11. 2016 - PI, "T-shaped Skillset and Mindset," Summer Research Grants – Milgard School of Business, University of Washington - Tacoma (Granted, \$16,810)
12. 2016 – PI, "The Role of Standards in Digital Transformation: Incorporating Cyber-Physical Systems & Cybersecurity Frameworks into Courses" National Institute of Standards Services Curricula Development, United States Department of Commerce (Not Funded, \$74,628)
13. 2016 – PI, "Development of instructional modules (in context of smart city and smart planet for well-being) in the analytics course," Curriculum Enhancement Award, Center for Leadership & Social Responsibility, Milgard (Granted, \$1,500)
14. 2015 - PI, Recipient of IBM Faculty Award from IBM Cognitive Systems Institute, "Deep Analytics and Deep Learning: Leveraging Watson's Deep Thinking and Smart Services for Personalized Recommendations" in IBM Cognitive Systems Institute (Granted, \$25,000)

15. 2015 - PI, "Dynamic Capability for Digital Innovation and Strategic Transformation," Summer Research Grants – Milgard School of Business, University of Washington – Tacoma (Granted, \$22,000)
16. 2015 - Co-PI The Role of Standards in Innovation Strategy – An International Case Study Competition for University Students – National Institute of Standards Services Curricula Development, United States Department of Commerce (with Stephen K. Kwan & Nitin Aggarwal from San Jose State University, Jeffrey Strauss from Northwestern University) (Not Funded, \$75,000)
17. 2015 - Senior Advisor, National Science Foundation - Partnerships For Innovation Program - PFI: Citizen-Engaged Road Evaluation System (CERES) by PI = Maria Q Feng (Columbia Univ.); Mark Bachman (UC Irvine); Ester Fuchs (Columbia Univ.) (Not Funded, \$1 million)
18. 2015 Software Grant - PI, IBM, "IBM SPSS Modeler Premium Campus Edition," A Campus Wide License. Award: per year \$900,000 (estimated value of software) (300 user licenses with cost of each user license is approximate \$3,000) (Software Granted, \$900,000)
19. 2014 - PI, "Why Do So Many Analytics Projects Still Fail? Key considerations for deep analytics on big data, learning and insights," Summer Research Grants – Milgard School of Business, University of Washington – Tacoma (Granted, \$22,000)
20. 2013 - Senior Advisor, KOSGEB, TUBITAK, Turkey – Service Innovations for Healthcare Information Systems; H. Safi (EES) (Granted, \$25,000)
21. 2012 - PI, "Leveraging the Information Technology & Dynamic Capabilities for Adaptive Service Innovation," Summer Research Grants – The Center for Services Leadership, W. P. Carey School of Business at Arizona State University (Granted, \$12,000)
22. 2012 - PI, "Leveraging the Information Technology, Dynamic Capabilities and Service Innovation Processes for Self-Service Systems," Summer Research Grants – Department of Information Systems, W. P. Carey School of Business at Arizona State University (Granted, \$7,000)
23. 2011 - PI, "Understanding the Capabilities and Limitations of Adaptive Service Systems: Toward a Service-Oriented Information Systems with Customer Value Drivers," Summer Research Grants – Department of Information Systems, W. P. Carey School of Business at Arizona State University (Granted, \$7,000)
24. 2009/2010 - PI, IBM Faculty Research Award, "Design Science for Self Service Systems" in Services Sciences Management and Engineering Discipline (Granted, \$5,000)
25. 2008/2009 - Co-Principal Investigator, Intel Corporation "Services Research: Explore techniques to improve customer and business value through a prototype service platform of IT services," (with CO PIs: R. Harmon, Portland State University; B. Hefley, Carnegie Mellon University) (Granted, \$50,000)
26. 2008 - PI, "Influence of Collaborative Technology on Social Network Structures: A Controlled Experiment," Summer Research Grants – Department of Information Systems, W. P. Carey School of Business at Arizona State University (Granted, \$10,000)
27. 2008 - NSF, Faculty Early Career Development (CAREER) Program "A Dynamic Capability Model for Adaptive Self-Service Systems," estimated budget was \$431,004 (Not Funded)
28. 2007 - PI, "Information Sharing for the Service-Centric Computing: Coordination Strategies," Summer Research Grants – Department of Information Systems, W. P. Carey School of Business at Arizona State University (Granted, \$7,100)
29. 2007 - PI, NSF - IGERT - Integrative Graduate Education and Research Traineeship Program "Information, Services and Technology Management - Supporting the Transition to an Innovation-Services-Based Economy," (with M. Goul, Department of Information Systems; M.J. Bitner & S. Brown from Department of Marketing; and T. Daim & D. Kocaoglu from Department of Engineering and Technology Management, Maseeh College of Engineering and Computer Science, Portland State University), estimated budget was \$ 3 million (selected by ASU as one of the four proposals) (Not Funded)
30. 2005/2006 - Co-PI, Intel Corporation "Matching ontologies of business process choreography orchestrations with virtualized resources," (with M. Goul). The goal of the Intel project was to define strategies that will result in reducing the complexity and costs associated with the extensibility of business processes for its network of suppliers and customers. This resulted in new strategies emphasizing flexibility, adaptability, multi-channel/multi-constituency support, and

the maturation of evolving standards in OASIS library (<https://www.oasis-open.org/standards>) (Granted, \$35,000)

31. 2005 - 2006: Selected as one of 10 faculty members from ASU to be a part of Tri-University Learner-Centered Education Grant Program, the Arizona Board of Regents. The Arizona Board of Regents' supported this grant that brings together 10 faculty members from ASU, UofA and NAU to reflect on and implement learner-centered principles in their teaching (Granted)
32. 2005 - PI, "A Study of Adoption of CPOE Systems," the Small Grant Program - W. P. Carey School of Business at Arizona State University (Granted, \$1,000)
33. 2004/2005 - Co-PI, American Express Corporation, "Streamlining the Global Corporate Services Information Factory: Integrating Information Factory, Total Cost Management and Enterprise Modeling," (with M. Goul). The goal of the AmEx project was to leverage information services concepts, coordination models and organizational structuring strategies to more closely align the processes used to produce deliverable services. According to a senior manager with whom I worked, transparency of interdependencies facilitated through the use cases that are implemented in my conceptual model resulted in almost a 70% increase of project throughput for the AmEx's Business Intelligence Group (Granted, \$98,602)
34. 2004 - Co-PI, NSF – ITR (ASE): A Grid-Based Environment for the Execution of Business Rules in Supply Network Integration (with M. Goul from Department of Information Systems; S. D. Urban and S. W. Dietrich from Department of Computer Science and Eng; D. Shunk and J. Fowler from Department of Industrial Engineering; K. Knutson from Del E. Webb School of Construction; T. Caporello from Manager of Quantitative Methods and Operations Intelligence, IT Global Infrastructure Operations, Intel Corporation; and S. Haag from Deans Office, Ira A. Fulton School of Engineering), estimated budget was \$3,999,757 (Not Funded)
35. 2003 Software Grant - Principal Investigator, Computer Associates International Inc., "AllFusion Erwin Data Modeler," Award: per year \$2 million (estimated value of software). This data modeling CASE tool is one of the primary database development tools in the industry (500 user licenses that are used in undergraduate and graduate database courses. The cost of each user license is approximate \$4,000) (Software Granted, \$2 million)

TEACHING AND NATIONAL/INTERNATIONAL CONTRIBUTIONS TO TEACHING

List of disciplines - developed and taught courses for: 7 [Business Analytics, Information Management/Systems/Technology, Supply Chain Management, Operations Management, Marketing, Accounting, Management, Industrial & Systems Engineering]

List of degree programs and platforms - developed and taught courses for: 16

Number of different courses developed and delivered: 32

ACADEMIC COURSES TAUGHT AT UNIVERSITY APPOINTMENTS

Milgard School of Business, University of Washington – Tacoma

1. TBUS 320 Introduction to Marketing (undergraduate)
2. TBUS 330 Introduction to Information Technology (undergraduate)
3. MKTG 490 Project Management (undergraduate)
4. MGMT 490 & MKTG 490 Strategic Business Analytics (undergraduate)
5. MKTG 490 Innovation Management: Digital Service Innovations for Smarter Cities (undergraduate)
6. MGMT 490 & MKTG 490 Social Media Strategy & Digital Analytics (undergraduate)
7. TBUS 530 Service Operations Management (graduate, Master of Business Administration)
8. TMCL 580 Project Management (graduate, Master in Cybersecurity & Leadership)
9. TMCL 520 Business Essentials (graduate, Master in Cybersecurity & Leadership)
10. TBANLT 520 Analytics Strategy and Big Data Management (graduate, Master of Science in Business Analytics)
11. TBANLT 591, 592, 593, 594 Applied Project: Digital Transformation Lab (graduate, Master of Science in Business Analytics)
12. TBANLT 510 Business Analytics (graduate, Master of Science in Business Analytics)
13. Strategic Business Intelligence & Analytics (Executive Management Program)

Foster School of Business, University of Washington

14. MSIS 524: Managing Information Technology Projects (graduate, Master of Science in Information Systems)

WP Carey School of Business, Arizona State University

15. CIS 220/ACCT Programming Concepts for Accountancy Majors (undergraduate)
16. CIS 360 Business Database Concepts for CIS and Accountancy Majors (undergraduate)
17. CIS 394 Project Management (undergraduate)
18. CIS 591 Information Technology Project Management (graduate, MBA Full time)
19. CIS 591 Information Technology Services and Project Management (graduate, MBA Full time)
20. MKT 580 Value Added Services: Strategic Projects (capstone) (graduate, MBA Full time)
21. SCM 587 Project Management (graduate, MBA Online)
22. CIS 591 Strategic Project & Service Management (graduate, MBA Evening)
23. CIS 591 Information Technology Project Management (graduate, Master of Accountancy & Information Systems)
24. CIS 591 Information Technology Project Management (graduate, Master of Science Information Management)
25. CIS 591 Information Technology Services and Project Management (graduate, Master of Science Information Management Evening & Online)
26. CIS 506 Data and Information Management (graduate, Master of Science Information Management)
27. CIS 593: Business Transformation through IT (graduate, Master of Science Information Management)
28. Data & Information Management (PhD Comprehensive Exam)
29. Information Technology Project Management & Systems Development Methodologies for American Express Procure to Pay Group (Executive Education)
30. Business Analysis Techniques & Requirements Engineering for American Express (Executive Education)
31. Requirements Engineering Review Seminar (by Online-Webinar) for YRC Worldwide (Executive Education)

Sabanci University, Istanbul, Turkey (International teaching experience)

32. MS 413 Information Systems for Manufacturing Systems Engineering Department at Faculty of Engineering & Natural Sciences (undergraduate, industrial engineering)
33. OPIM 951 Project Management at Faculty of Management (Executive MBA)

Summary of Teaching Evaluations is in the Teaching Portfolio document

Significant Other National and International Contributions to Teaching

1. Serving as a Co-founder and Co-chair of the Special Interest Group Education & Research of ISSIP.org (w. IBM) (2012-present). The mission is to increase quantity and quality of service science related educational materials, courses and degree programs as well as open data sets for service systems research, to increase the number of T-shaped service innovators globally.
2. Co-developed the International Society of Service Innovation Professionals (ISSIP) Open Innovation Coaching Program with, IBM, HP, Cisco & a number of academic institutions to promote industry student coaching projects, and to apply service innovation thinking to real business and societal challenges in order to close the talent gap for 21st century smart services oriented jobs.
3. Serving as an Advisory Board Member on the Teradata University Network, "utilization of a Business Intelligence Platform - MicroStrategy," (2006-present). "Teradata University Network Mission Statement: To be a premier academic resource for knowledge about data warehousing, Decision Support Systems, Business Intelligence and database."
4. Serving as an International Advisory Board Member on the Global Text Project, (2008-present). "Mass education has created tremendous opportunities and wealth for people in developed

countries. It has enabled many to escape poverty, albeit a level of poverty that is not comparable to that of many in the developing nations." I advise on required textbooks and their content for Turkish speaking countries.

5. Co-Chair, Tutorial "IBM Watson Services: Leveraging IBM Watson Cognitive Assistance and Analytics for Research & Teaching," Kauai, HI, Jan. 2016
6. Balkan, S. and Demirkan, H. (2015) "Teaching Predictive Model Management in MIS Classrooms: A Tutorial," Communications of the Association for Information Systems, 37 (28).
7. Gros, M., Goul, M. and Demirkan, H. (2011) "Teaching with a Virtual Technology Lab: Promoting Effective Decision Making using Analytics as a Service," Decision Sciences Journal of Innovative Education, 9 (1), 119-127, Jan. The Best Paper Award 2011.
8. Demirkan, H., Goul, M. and Gros, M. (2010) "A Reference Model for Sustainable E-Learning Service Systems: Experiences with the Joint University/Teradata Consortium," Decision Sciences Journal of Innovative Education, 8 (1), 151-189, January.
9. ECIS 2007 Workshop, "MicroStrategy and Related Resources" presented at the Teradata University Network Workshop, the 15th European Conference on Information Systems, St. Gallen, Switzerland, June 2007.
10. HICSS 2007 Conference Presentation, "Using Teradata University Resources in Your Classes," a teaching module was invited to be presented in Data Warehousing and Business Intelligence Mini-track in the Organizational Systems and Technology Track, the 2007 Hawaii International Conference on System Sciences, HI, January 4, 2007.
11. AMCIS 2006 Tutorial, "Using MicroStrategy Business Intelligence Tools in Your Classes," presented a Teradata University Network workshop, the 2006 Americas Conference on Information System, Acapulco, Mexico, August, 2006.

SERVICE – INTERNAL

Institutional Commitment and Contributions to UW, Tacoma and Milgard School of Business

- **Spearheading development of proposals, programs, curriculum, website, application system, admission process etc.** for the Master of Science Business Analytics, Milgard School of Business, University of Washington – Tacoma.
- **Area coordinator for business analytics, information systems and operations management:** Spearheading development of proposals for programs, curriculum, schedule, etc. For AY 18-19, I am collaborating with faculty to write a proposal for Undergraduate Minor in Data Analytics at Milgard School. I am in a process of writing proposals for 3 new undergraduate courses in business analytics that have been offered as electives in last few years.
- **Founding Faculty Member:** Master of Science in Business Analytics (2013 – present) (wrote the PNOI & proposal, represented Milgard School of Business at the faculty and APCC meetings)
- **Expert Reviewer** for Royalty Research Fund program at University of Washington (2016 –17)
- **Co-Founder and Faculty Advisor:** University of Washington Tacoma Student Chapter of the Institute for Operations Research and the Management Sciences (INFORMS) (2018-present). The purpose is to promote analytics, operations research and management science, facilitate multi-disciplinary and multi-cultural educational and social activities, and provide members with opportunities to develop skills needed to excel in data and analytics.
- **Co-founding Member:** AACSB Digital Transformation Affinity Group (2018-present). This learning community acts as the chief mechanism to convene business and academic leaders interested in sharing and co-creating knowledge about disruption nature of artificial intelligence, machine learning and data analytics.
- **Member:** Managing educational data in Washington State. Representing Milgard School of Business at this UW Tacoma team who is analyzing educational data related issues for State of Washington and planning to design a data system that allows stakeholders to track longitudinal data in a timely and accurate manner (AY 18-19).
- **Co-PI:** Working with South Sound Military and Communities Partnership to develop "Economic Impact Analysis of JBLM" portal that will be hosted at UW Tacoma (AY 18-19)..

- Co-PI: Started to collaborate with Manufacturing Industrial Council of Tacoma Economic Development Board to analyze “economic impact of Tideflats project to the South Sound” (AY 18-19).
- Co-PI: Voluntarily working with the Autism Center at UW Tacoma to develop a process to collect and analyze data to provide more value-added services (AY 18-19).
- **Elected Member:** Milgard School of Business - Graduate Programs (2015 – present) (Chair during autumn 2016)
- **Faculty and Staff Search Committees**
 - Director of Graduate Studies, University of Washington Tacoma (member, AY 18-19)
 - Tenure Track Assistant Professor/Associate Professor - Business Analytics (member, AY 16-17, 17-18)
 - Fulltime Lecturer / Senior Lecturer - Business Analytics (chair, AY 16-17)
 - Visiting Faculty / Part-time Lecturer - Business Analytics (chair, AY 16-17, AY 17-18)
 - MSBA Advisor/Recruiter (member, AY 16-17, AY 17-18)
 - CBA Operation Specialist (chair, AY 16-17)
 - CBA/CLSR Assistant Operation Specialist (co-chair, AY 17-18)
 - eLearning Instructional Designer and Technologist (chair, AY 17-18)
 - Milgard Communication Specialist/Marketing (member, AY 16-17)
 - CBA/Director for Innovation Analytics Consortium (chair, AY 17-18)
- **Member:** Milgard School of Business – Scholarship Committee (2013 – present)
- **Elected Member:** Milgard School, Master of Cyber Security & Leadership Program (2016-2017)
- **Core Faculty Member:** Milgard School of Business - MBA Program (2014-present)
- **Co-Founder & Executive Director:** Center for Information Based Management (2013-15)
- **Member:** University of Washington, Tacoma - Distinguished Research Award Com. (2013-14)
- **Detailed Reviews & Feedback** for Milgard School’s AQ/PQ Criterion, UW Tacoma Carnegie Community Engagement Application, Faculty Promotion, Faculty Recruiting, Milgard School’s 10-year program review, graduate employment data for MSBA graduates, UW Tacoma Education Programs for Military Groups, UW Tacoma – Boeing Education Partnership
- **Data entry** for UW Tacoma Community Engagement Portal

Institutional Commitment and Contributions to the University - Arizona State University

- **Co-Founder and Faculty Advisor:** Arizona State University Project Management Student Organization (2007 – 2013). The purpose is to promote project management, facilitate multi-disciplinary and multi-cultural educational and social activities, and provide members with opportunities to develop skills needed to excel in project management.
- **Faculty Advisor:** Arizona State University Turkish Student Association (2006 – 2013). The goal is to promote cultural interchange between the Turkish students and other students at ASU, and to facilitate communication between various communities and student associations nationwide.
- **Represented** ASU in the Computer Associates’ Academic Initiative program (2003-2013). CA is one of the world’s largest IT management software providers.
- **Arizona State University Wakonse Fellows** (2003 – 2013). The Wakonse Fellowship in Arizona brings together faculty, teaching and learning professionals from Arizona’s postsecondary institutions who recognize and are devoted to the inspirational aspect of the teaching and learning process.
- **Arizona State University Graduate Faculty Initiative, Member** (2002-2013). The Graduate Faculty Model allows ASU to expand its intellectual capacity and engage qualified faculty across the university in graduate education and mentoring.
- **Co-PI - Core Team Member** (2003 – 2007). Arizona State University/Industry Enterprise Computing Consortium (the development of a multi-disciplinary research agenda in the dynamic and self-adjusting behavior required for the support of service-oriented computing environment).

Institutional Commitment and Contributions to the School - W.P. Carey School of Business, ASU

- **Founding Faculty Member:** Master of Science in Business Analytics, Evening Master of Science in Information Management, Online Master of Science in Information Management
 - Core Faculty Member who co-developed the program and curriculum for Evening and Online Master of science in Information Management at WP Carey School of Business, Arizona State University; Ranked No. 3 for online graduate business programs by U.S. News & World Report; <https://wpcarey.asu.edu/masters-programs/information-technology>
 - Core Faculty Member who co-developed the program and curriculum for Online and Full time Master of Science in Business Analytics at WP Carey School of Business, Arizona State University; Ranked No. 3 for online graduate business programs by U.S. News & World Report; <https://wpcarey.asu.edu/masters-programs/business-analytics>
 - Core Faculty Member who co-developed the program and curriculum for Online MBA at WP Carey School of Business, Arizona State University; Ranked No. 5 Online MBA by U.S. News & World Report; <https://wpcarey.asu.edu/mba-programs/online>
- **Advisor:** W.P. Carey School of Business – Masters Program Committee, was invited to participate the meeting as a Project Management/Course expert on April 18, 2008.
- **Member:** W.P. Carey School of Business - the Business Information Technology Software Oversight Committee (BITSOC), 2006-07, 2007-08, 2008-09, 2009-10, 2010-11, 2011-12. This committee includes selective faculty members and managers from the departments, the business IT group and the dean's office that is responsible of making strategic decisions for IT spending and policy making for the school.
- **Member:** W.P. Carey MBA Admission – Turkish Students - Assisting the MBA Program Admission's Office in reviewing student materials from Turkey and Tashman Graduate Fellowship Candidates.

Institutional Commitment and Contributions to the Department – Information Systems Dept. ASU

- **Member (elected):** I.S. Department - Personnel Advisory Team: 2004-05, 2006-07, 2007-08, 2008-09, 2009-10
- **Chair:** I.S. Department - W.P. Carey Executive Education: 2005-06, 2006-07, 2007-08, 2008-09, 2009-10, 20-2011, 2011-12, 2012-13
- **Co-Chair:** I.S. Department – Distance/Online Exploratory: 2009-10, 2010-11
- **Co-Chair:** I.S. Department – Clubs – Managers of IT & e-Business (MBA/MSIM): 2009-10
- **Member:** I.S. Department – Masters Programs including MBA/MSIM, Area of Emphasis: 2009-10, 2010-11, 2011-12, 2012-13
- **Member:** I.S. Department - Business Honors Consulting: 2007-08, 2008-09
- **Member:** I.S. Department - Honors & Scholarships: 2003-04, 2004-05, 2005-06, 2006-07
- **Member:** I.S. Department - CIS Undergraduate Curriculum Committee: 2002-03
- **Member:** I.S. Department - Web Site Content: 2003-04, 2004-05, 2005-06
- **Member:** I.S. Department - Health Informatics: 2004-05
- **Member:** I.S. Department - Professional Advisory Board (PAB). Assist the department's professional advisory board for member recruitment, and research and teaching updates.

Institutional Commitment and Contributions to the Public - Public Service

- **Executive Member:** Turkish American Association of Arizona (TAAAZ) (2005-2007) The mission of this organization is to enhance the expression of Turkish Culture in its diversity and richness, and build a strong Turkish-American community in Arizona.

EXTERNAL SERVICE

INSTITUTIONAL COMMITMENTS & CONTRIBUTIONS TO THE ACADEMIC DISCIPLINE

EDITORIAL POSITIONS

Editor-In-Chief

- 2011 - Book Collection - Service Systems and Innovations in Business and Society, in Business Expert Press (Eds. Jim Spohrer, Director of IBM, Haluk Demirkan, UW-Tacoma) <http://www.businessexpertpress.com/collections>
- 2009 - 2011 Refereed Research Book - The Science of Service Systems, (in Series: Service Science: Research and Innovations in the Service Economy), Springer (Eds. Haluk Demirkan, ASU, Jim Spohrer, IBM, Vikas Krishna, IBM) <http://www.springer.com/computer/swe/book/978-1-4419-8269-8>
- 2009 - 2011 Refereed Research Book - Service Systems Implementation, (in Series: Service Science: Research and Innovations in the Service Economy), Springer (Eds. Haluk Demirkan, ASU, Jim Spohrer, IBM, Vikas Krishna, IBM) <http://www.springer.com/computer/swe/book/978-1-4419-7903-2>

Senior Editor

- 2015 - Decision Support Systems & Electronic Commerce Journal (DSS)
- 2015 - 2018 IEEE IT Professional (elected by the IEEE Computer Society Publications Board)

Associate Editor

- 2009 - Information Systems Frontiers Journal (ISF) (coordinating editor)
- 2007 - International Journal of Services Sciences (IJSS) (regional editor)
- 2015 - 2017 Special Issue on In Search of a New Alignment in Service Research, INFORMS Service Science Journal and IEEE Transactions on Services Computing
- 2008 - 2016 Electronic Commerce Research and Applications Journal (ECRA) (area editor)
- 2008 - 2016 International Journal of Service Science, Management, Engineering, and Technology
- 2007 - 2011 International Journal of Information Technology Project Management (IJITPM)
- 2007 - 2011 International Journal of Data Analysis and Information Systems (IJDAIS)

Editorial Board Member

- 2012 - INFORMS – Service Science Journal
- 2011 - Journal of Operations Management (JOM)
- 2010 - California Management Review (CMR)
- 2009 - 2018 Journal of Service Research (JSR)
- 2008 - International Journal of Organisational Design and Engineering (IJODE)
- 2009 - 2011 International Journal of Web Portals (IJWP)
- 2007 - 2009 International Journal of Information Systems and Supply Chain Management
- 2007 - 2011 International Journal of Information & Decision Sciences
- 2008 - 2011 International Journal of Operations Research and Information Systems
- 2009 - 2010 Special Issue on Services 2.0 - Emerging Conceptualizations for Services in a Wired World, eService Journal
- 2008 - 2010 Special Issue on Cross-Organizational and Cross-Border IS/IT Collaboration, European Journal of Information Systems (EJIS)
- 2007 - 2008 Special Issue on RFID in Retailing and Customer Relationship Management, Communications of Association of information Systems
- 2014 - 2015 Book: The Successful Technological Integration for Competitive Advantage in Retail Settings to be published by IGI Global

Special Issue Guest Editor

- 2018 – Special Issue on Services Computing Management for Artificial Intelligence and Machine Learning, IEEE Transactions on Engineering Management (with Patrick C. K. Hung, University of Ontario Institute of Technology, Canada; Michael Goul, Arizona State University, USA; Shih-Chia Huang, National Taipei University of Technology, Taiwan)
- 2016 – 2018 Special Issue on Service-orientation in electronic markets, Electronic Markets Journal: The International Journal on Networked Business (with Rainer Alt, Leipzig University, Germany; Jan Fabian Ehmke, Freie Universität Berlin, Germany; Anne Moen, University of Oslo, Norway; Alfred Winter, Leipzig University, Germany)

- 2016 - 2017 Special Issue on Cognitive Computing, IEEE IT professional (with Seth Earley, Earley Information Science; Robert Harmon, Portland State University)
- 2015 - 2016 Special Issue on Digital Innovation and Strategic Transformation, IEEE IT professional (with Jim Spohrer and Jeffrey J Welsler, IBM Almaden Research)
- 2014 - 2016 Special Issue on Emerging Service Orientations & Transformations, Information Systems Frontiers (with Jim Spohrer, IBM)
- 2014 - 2015 Special Issue on IT-Enabled Business Innovation, IEEE IT Professional (with Robert Harmon, Portland State University)
- 2014 - 2015 Special Issue on Increasing Outcomes of E-Commerce with IT Service Innovations, International Journal of Electronic Commerce
- 2010 - 2013 Special Issue on Analytical, Computational and Conceptual Modeling in Service Science, Information Systems and e-Business Management Journal (with Dolk, Dan, Naval Post Graduate School)
- 2010 - 2012 Special Issue on Data, information and analytics as services, Decision Support Systems Journal (with Dursun Delen, Oklahoma State University)
- 2009 - 2010 Special Issue on Service-orientation in electronic markets, Electronic Markets Journal (with Alt, R. and Abramowicz, W.)
- 2008 - 2010 Special Issue on Information Systems in Services, Journal of Management Information Systems, (with R. Kauffman, Arizona State University; P.K. Kannan, University of Maryland and I. Bardhan, University of Texas at Dallas)
- 2008 - 2010 Special Issue on Service Science in E-Commerce, International Journal of Electronic Commerce, (with R. Kauffman, Arizona State University; P.K. Kannan, University of Maryland and I. Bardhan, University of Texas at Dallas)
- 2007 - 2008 Special Issue on The Servitisation of Processes, Architectures and Technologies, International Journal of Services Sciences

Sponsored Research Expert Panel/Reviewer Positions

- **2018 Invited Expert Reviewer** for the Provost of Scientific Research Program, United Arab Emirates University (Research Group Title: Establishing Big Data Analytics Center)
- **2016 Invited Expert Reviewer** for Royalty Research Fund at University of Washington to review sponsor research proposals
- **2016 Invited Expert Reviewer** for the Deanship of Scientific Research Program, King Abdulaziz University, Kingdom Of Saudi Arabia, Ministry of Higher Education (Research Group Title: Big Data and Cloud Computing)
- **2012 Invited Expert Reviewer for the Theme-based Research Scheme of the Research Grants Council, Hong Kong Special Administrative Region Government** to evaluate research proposals for topics of health, sustainability and strategic positioning for Hong Kong (budgeted HK\$ 200 million per year)
- **2009 Invited Panelist for the National Science Foundation** to evaluate, review and monitor the research proposals and projects for FY 09 Service Enterprise Systems Program (in Manufacturing Enterprise Systems, Division of Civil, Mechanical and Manufacturing Innovation) (April 20, 2009)
- **Registered Expert for the European Commission's** Community Research and Development Information Service (CORDIS) Expert Management to assist the European Commission to evaluate, review and monitor the research proposals and projects

Advisory Board/Officer (ongoing)

- **Serving as an Elected Board of Director** (Sound Credit Union Bank) (2017-present)
- **Serving as a Co-Founder & Program Chair** (2017-present) of "Move the field forward" Student Paper Award Program at the Hawaii International Conference on System Sciences intended to recognize research excellence in the areas of major understanding of artificial intelligence, intelligence augmentation, and smart/wise service systems at organizations (participant organizations are ISSIP, IBM and CBA).
- **Serving as a Co-Founder & Board of Director** of International Society of Service Innovation Professionals (<http://www.issip.org/>), a non-profit organization co-founded by IBM, Cisco & HP to promote human-centered "smart" services for value & outcome (2012-present).

- **Serving as an International Advisory Board Member** on the Global Text Project, (2008-present). “Mass education has created tremendous opportunities and wealth for people in developed countries. It has enabled many to escape poverty, albeit a level of poverty that is not comparable to that of many in the developing nations. Mass education for the developing world is dependent among other things on finding low costs means of delivering free quality content to many. We believe we have the means for developing the necessary content and seek support to start an endeavor that can engage many for the benefit of many more.” I advise on required textbooks and their content for Turkish speaking countries.

Advisory Board/Officer (completed)

- **Serving as an Advisory Board Member** on the Teradata University Network, “utilization of a Business Intelligence Platform – MicroStrategy,” (2006-2018). “Teradata University Network Mission Statement: To be a premier academic resource for knowledge about data warehousing, Decision Support Systems, Business Intelligence and database.” Represent MicroStrategy Business Intelligence, Analytics & Mobile Solutions; provide strategic, tactical & operational guidelines for the implementation of BI and BA solutions; Coordinate the development of pedagogical & curriculum materials in the areas of business-, cloud-, social- and mobile-intelligence.
- **Advisory Board Member** of the Institute for Operations Research and the Management Sciences (INFORMS) Service Science Section (2014-2015).
- **Council Member** of the Institute for Operations Research and the Management Sciences (INFORMS) Service Science Section (2010-2011).
- **Served as an Advisory Board Member on the Service Research and Innovation Institute** Sections: Research & University Programs, Service Management & Marketing (2011–2012).
- **Served as an Officer (Listserv Chair)** at Association for Information Systems Special Interest Group on Decision Support, Knowledge and Data Management Systems (2004–2011).
- **Served as an Officer (Co-VP of Communications and Listserv Chair)** at Association for Information Systems Special Interest Group on Services 2008–2011).
- **Co-Founder - Core Team Member, Services Research Group.** A multidisciplinary, multi-site research group exploring emerging, innovative concepts for incorporating value in service design and management (w. N. Auseklis from Intel Corporation, R. Harmon from Portland State University, B. Hefley from University of Pittsburgh) (2008-2011).
- **Co-PI - Core Team Member, Value Network Council.** To develop a global principles for the generic value-adding activities of an organization, (with M. Goul from Department of Information Systems and Jo Vegheim from Scandinavia Logi-Link AS (SLL) (2006-2008).
- **Co-PI - Core Team Member, Intelligent Manufacturing Systems (IMS) Communities of Common Interest (CCI) Open Object-Oriented Knowledge Economy for Intelligent Industrial Automation (OOONEIDA) Work Group 4 – Ontologies.** To develop a global ontology for the supply chain management.

Conference Organization and Leadership - National and International Professional Meeting

Americas' Conference on Information Systems (AMCIS)

- **Co-Chair, Track** “IT Services,” San Francisco, CA, Aug. 2009
- **Co-Chair, Panel** Program “the Service Oriented Enterprise Vision: Bridging Industry and Academics,” Acapulco, Mexico, Aug. 2006.

Service Science Society of Australia

- **Program Chair**, third Australasian Symposium on Service Research and Innovation (ASSRI'13), School of Computer Science and Engineering, University of New South Wales, Sydney, NSW, Nov 27-29, 2013

Cambridge Service Alliance

- **Scientific Review Committee Member**, Grand Challenge in Service Week, Service Academic Conference, Sep 22-23, 2011, Cambridge

Decision Sciences Institute (DSI)

- **Co-Chair, Panel** "Towards the Service Oriented Enterprise Vision," in Information Systems Track Phoenix, Arizona, Nov. 17-20, 2007.

European Conference on Information Systems (ECIS)

- **Co-Chair, Track** "Service Innovation, Engineering, and Management," Portsmouth, UK, June 23-28, 2018.
- **Co-Chair, Track** "Service Innovation, Engineering, and Management," Guimarães, Portugal, June 5-10, 2017.
- **Associate Editor, Track** "Service Innovation, Engineering, and Management," Istanbul, Turkey - June 12-15, 2016.
- **Associate Editor, Track** "Service Innovation, Engineering, and Management," Munster, Germany, - May 27-29, 2015.
- **Associate Editor, Track** "Decision Support and Big Data," Tel Aviv, Israel, - June 9 - 11, 2014.

International Conference on Information Systems (ICIS)

- **Associate Editor, Track** "Service Science and IS," Auckland, New Zealand, Dec 14-17, 2014.
- **Associate Editor, Track** "IT and Service Management," Orlando, FL - USA - Dec 16-19, 2012.
- **Associate Editor, Track** "Knowledge Management and Business Intelligence," Saint Louis, Missouri - USA - Dec 12-15, 2010.

Institute for Operations Research and the Management Sciences Conference (INFORMS)

- **Chair**, Session on "Service Science & Innovations with Analytics," in Service Science Cluster, Phoenix, AZ, Oct. 2012
- **Chair**, Session on "Service Innovation," in Service Science Cluster, Charlotte, NC, Nov. 2011
- **Doctoral Consortium Faculty**, Inform Service Science Program, San Diego, CA, Oct. 2009
- **Chair**, Session on "Research Advances in the Service Science and Service-Oriented Solutions," in Service Science Cluster, San Diego, CA, Oct. 2009
- **Co-Chair**, Session on "Research Advances in the IT/IS and Service Science," in Information Systems Cluster, Washington DC, VI, Oct. 2008
- **Co-Chair**, Session on "Measurement and Metrics in Service Science," in Service Science Cluster Washington DC, VI, Oct. 2008

Hawaii International Conference on Systems Science (HICSS)

- **Co-Chair**, Track "Decision Analytics, Mobile Services & Service Science," HI, 2012-present
- **Co-Chair**, Minitrack "Smart Service Systems: Analytics, Cognition & Innovation," HI, Jan. 2015, 2016, 2017, 2018, 2018, 2019
- Award Committee Chair, ISSIP/IBM/ CBA-Milgard School of Business Student Paper Award, (HICSS 50, 51) for "Best Industry Studies Paper," Big Island, HI, Jan. 2017, 2018, 2019
- **Co-Chair**, Minitrack "Business Intelligence, Analytics and Cognitive: Case Studies and Applications (COGS)," Big Island, HI, Jan. 2017
- **Co-Chair**, Tutorial on IBM Watson Services: Leveraging IBM Watson Cognitive Assistance and Analytics for Research & Teaching, HI, Jan. 2016, 2017
- **Co-Chair**, Symposium "Emerging Frontiers for Service Innovation," Kauai, HI, Jan. 2015
- **Chair**, Minitrack "Analytics and Design-led Innovations & Management," HI, Jan. 2014
- **Co-Chair**, Minitrack "Predictive Analytics and Big Data," HI, Jan. 2013
- **Co-Chair**, Minitrack "Cloud Service Science & Systems," HI, Jan. 2013
- **Co-Chair**, Minitrack "Advanced Analytics for Mng Decision Support," HI, Jan. 2011, 2012
- **Co-Chair**, Minitrack "Service Systems and Cloud Computing Services," HI, Jan. 2011, 2012

- **Co-Chair**, Symposium “Cloud and Grid Computing Services: The Next Generation of Software-as-a-Service,” Kauai, HI, Jan. 2010
- **Co-Chair**, Minitrack “Knowledge Discovery for Mng. Decision Support,” HI, Jan. 2009, 2010
- **Co-Chair**, Minitrack “E-Government Arch., Infrastructure & Integration,” Kona, HI, Jan. 2008
- **Co-Chair**, Minitrack “The Service Oriented Enterprise,” HI, Jan. 2007, 2008, 2009, 2010
- **Co-Chair**, Minitrack “E-Government Infrastructure and Interoperability,” Kona, HI, Jan. 2007
- **Co-Chair**, Minitrack “Mobilization & Enterprise Coordination Capability,” Kauai, HI, Jan. 2006

International Conference on Decision Support Systems (ICDSS) by AIS SIG DSS

- **Program Committee Member**, “Dec. Support for Global Enterprises,” Calcutta, India, Jan. 2007

National Science Foundation

- **Program Committee Member and Master of Ceremonies**, “Industry-Academe Research Partnership to enable the human-technology frontier for next generation smarter service systems,” ISSIP-NSF Workshop, Santa Clara, March 29-30, 2017.

Pre-ICIS Workshop - Association for Information Systems Special Interest Group on Decision Support, Knowledge and Data Management Systems (SIGDSS)

- **Advisory Board Member**, “Driving Innovation through Big Data Analytics,” Orlando, Florida, December 15-16, 2012.
- **Advisory Board Member**, “Business and Competitive Intelligence,” Saint Louis, Missouri - USA - December 12-15, 2010.
- **Program Committee Member, Local Venue Coordination Co-Chair**, “Business and Competitive Intelligence,” Phoenix, AZ, Dec. 2009.
- **Program Committee Member**, “Decision Support for Extreme Events: Learning from Success and Failure,” Montreal, Quebec, Canada, Dec. 2007.
- **Advisory Board & Program Committee Member**, “The Strategic and Behavior Aspects of DSS: In e-Market and Traditional Markets,” Milwaukee, WI, Dec. 2006
- **Program Committee Member**, “Designing Complex Decision Support: Discovery and Presentation of Information and Knowledge,” Las Vegas, NV, Dec. 2005
- **Program Committee Member**, “Research Directions on Decision Support,” Seattle, WA, Dec. 2003

Pre-ICIS Workshop-Association for Information Systems Special Interest Group on Services-SIGSVC

- **Workshop Co-Chair**, “Services,” Phoenix, AZ, Dec. 2009.

Pre-ICIS Workshop - Association for Information Systems Special Interest Group Interest Group on E-Business (SIGeBIZ)

- **Program Committee Member**, “Web Services: A New Paradigm of e-Business,” Seattle, WA, Dec. 2003

International Workshop on Organizational Design and Engineering (IWODE)

- **Program Committee Member**, “2nd International Workshop on Organizational Design and Engineering,” Aalto University School of Economics, Helsinki, Finland, June 2011
- **Program Committee Member**, “1st International Workshop on Organizational Design and Engineering,” Pre ICIS 2009, Phoenix, AZ, Dec. 2009

International Conference of E-Commerce (ICEC)

- **Co-Chair, Panel** Program/Organization on “International Symposium on Services-Oriented Technologies and Management,” Minneapolis, MN, Aug. 2007

International conference on ICT for Smart Society

- **The International Advisory Board**, June 4-5 2014, Jakarta, Indonesia

International Congress on Pervasive Computing and Management (ICPCM)

- **The International Advisory Board**, New Delhi, India, Dec 12-14, 2008

International Research Symposium In Service Management (IRSSM-2), The Special Track On T-Shaped Professionals & Researchers

- **Track Co-Chair**, "The Special Track On T-Shaped Professionals & Researchers," Yogyakarta, Indonesia, July 2011

W.P. Carey School of Business, Center for Services Leadership Board and Academic Network Professional Development Session

- **Co-Chair** – "Value Measurement and Optimization," Research Priority Breakouts, Feb. 11, 2011.
- **Co-Chair** – "Stimulating Service Innovation," Research Priority Breakouts, February 5, 2010.

Wuhan International Conference on E-Business (WHICEB)

- **Program Committee Member**, Wuhan, China May 2009, 2010, 2011

Pre-International Conference on Service Oriented Computing Workshop - The Workshop on Trends in Enterprise Architecture Research (TEAR)

- **Program Committee Member**, [TEAR 2011, Helsinki, Finland, August 2011], [TEAR 2010, Delft, Netherlands, November 2010], [TEAR 2009, Stockholm, Sweden, November, 2009], [TEAR 2008, Sydney, Australia, December 1, 2008]

IEEE International Conference on Services Computing (SCC)

- **Program Committee Member**, [Santa Clara Marriott, CA, USA, July 2013] [Washington, DC, USA, July 2011], [Miami, Florida, USA, July 2010], [Bangalore, India, Sep. 2009], [Honolulu, HI, July 2008], [Salt Lake City, UT, July 2007], [Chicago, IL, Sep. 2006]

IEEE Asia-Pacific Services Computing Conference (IEEE APSCC)

- **Technical Program Committee Member**, Singapore, December 7-11, 2009
- **Program Committee Member**, Taiwan, December 9-12, 2008

IEEE Congress on Services (SERVICES)

- **Program Committee Member**, [SERVICES 2009 I, Los Angeles, California, USA, July 6-10, 2009], [SERVICES 2009 II, Bangalore, India, September 21-25, 2009]

IEEE The International Conference on Cloud and Green Computing (CGC)

- **Program Committee Member**, Karlsruhe, Germany, September 30-October 2, 2013

IEEE Symposium on Advanced Management of Information for Globalized Enterprises (AMIGE)

- **Program Committee Member**, Tianjin, China, September 28-29, 2008

IEEE Computer Society, COMPSAC International Computer, Software & Applications Conference

- **Advisory Board Member**, Taichung, Taiwan, July 1-5, 2015

International Conference on Service Oriented Computing (ICSOC)

- **Program Committee Member**, [Berlin, Germany, December 2-5, 2013] [Shanghai, China, 12 - 16 November 2012], [Paphos, Cyprus, Dec 5-8, 2011], [San Francisco, USA, Dec 7-10, 2010]

- **Co-Chair, Tutorial Track**, San Francisco, USA, Dec 7-10, 2010

International Symposium on Service Science (ISSS)

- **Program Committee Member**, [Leipzig, Germany, September, 25, 2012], [Szczecin, Poland, September 19-21, 2011], [University of Leipzig, Germany, September 30, 2010]

Multi-Konferenz Wirtschaftsinformatik (MKWI)

- **Program Committee Member**, Munich, Germany, Feb. 2008

Portland International Center for Management of Engineering and Technology Conference (PICMET)

- **Program Committee Member**, [San Jose, California, USA, July 28 - August 1, 2013] [Portland, OR, July 31 - August 4, 2011], [Bangkok, Thailand, July 18 - 22, 2010], [Cape Town, South Africa, Aug. 2008], [Portland, OR, Aug. 2007]
- **Co-Chair, Panel** Program on "Symposium on Technology Management in the Service Sector - Defining the Research Agenda: Service Sciences, Management and Engineering," Portland, OR, Aug. 2007. Sponsored by National Science Foundation.

25th International Conference on Conceptual Modeling (CoSS)

- **Program Committee Member**, "Workshop on Conceptual Modeling of Service-Oriented Software Systems CoSS2006," Tucson, AZ, Nov. 2006

30th National Congress on Operations Research and Industrial Engineering (YAEM 2010)

- **Session Co-Chair with Jale Akyel from IBM**, "Service Science, Management and Engineering," Istanbul, Turkey, June 30-July 2, 2010

Service Research and Innovation Institute (SRII)

- **Track Co-Chair, Service Management & Marketing**, SRII Global Conference, July 2012, Fairmont Hotel, San Jose, CA USA
- **Program Committee Member**, SRII Global Conference, March 29 - April 2, 2011, Fairmont Hotel, San Jose, CA USA

Federated Conference on Computer Science and Information Systems (FedCSIS)

- **Program Committee Member**, September 18-21, 2011, Szczecin, Poland.

MANUSCRIPTS REVIEWED FOR JOURNALS

Sample list of journals are

- California Management Review
- Journal of Operations Management
- Journal of Service Research
- Information Systems Research
- Management Information Systems Quarterly
- Journal of Management Information Systems
- Journal of the Association Information Systems
- Decision Support Systems
- Decision Sciences
- European Journal Operations Research
- IEEE the Systems, Man and Cybernetics
- Journal of Organizational Computing and Electronic Commerce
- Electronic Commerce Research and Applications
- IBM Systems Journal
- International Journal of Services Sciences
- Journal of Human Computer Studies
- Journal of Electronic Commerce Research

- Communications of ACM
- IEEE Transactions on Services Computing
- International Journal of Electronic Commerce

PROFESSIONAL TRAINING ACTIVITIES AND CONSULTING

Since joined academia in 2002, provided strategic, tactical and operational advisory services and/or executive training on service-oriented information systems, technology and management, information supply chain management, strategic business engineering solutions to

YRC Worldwide	Conducted executive education class through W. P. Carey School the Center for Executive and Professional Development Program on strategic, tactical and operational decision making, and requirements engineering processes.
American Express	Conducted executive education class through W. P. Carey School the Center for Executive and Professional Development Program on information technology project management and systems development methodologies, and business analysis techniques and requirements engineering.
American Express	Provided strategic and architecture advisory service to develop and implement a 'single-source' business intelligence/information delivery and decision making mechanism that rationalizes the data sets and information of both Credit Card and Travel Services operational systems.
Bank of America	Provided technical architecture guidance in the development of project scope, design, implementation and support highly broad E-Customer Relationship Management Platforms to increase corporations' operation efficiency and competitive advantage.
MicroStrategy Corp.	Provided strategic advisory services and thought leadership in the area of business intelligence (BI) services and usage of BI services in classes.
Procter & Gamble Inc.	Provided executive seminars on trends that set the future of business intelligence, predictive analytics and pattern identification tools.
Sebit Inc.	Provided strategic and technical advisory services in the area of e-learning systems and self-service technologies.

SELECTED GRADUATE STUDENT RESEARCH PROJECTS WITH INDUSTRY

Abbott	Full time MBA Strategic Marketing & Services Leadership Program - Value Added Services Consulting Project 2012/13 – The purpose of this project is to review the Abbott Diagnostics Division's Net Promoter System (NPS), identify gaps between passives and promoters, determine top 3 touch points to drive 8% lift, and describe the ultimate customer experience for these touch points.
DELL	Full time MBA Strategic Marketing & Services Leadership Program - Value Added Services Consulting Project 2012/13 - The purpose of this project is to analyze the sales account executives and customer comments, examine the Closed Loop Corrective Action (CLCA) process and make recommendations for the CLCA process to improve business performance.
Fedex	Full time MBA Strategic Marketing & Services Leadership Program - Value Added Services Consulting Project 2012/13 - The main purpose of this project is to develop a pre-prototype plan and an implementation strategy for a new service offering that FedEx is considering prototyping. We focused on the interaction between the customer, FedEx, and the retailer in delivering goods purchased. We also examined features and value-added services to this project that will differentiate FedEx from competitors in this space.
Intel Hospitality Serv.	Full time MBA Strategic Marketing & Services Leadership Program - Value Added Services Consulting Project 2011/12 - Intel recently introduced its Intel® AIM Suite service to collect demographic metrics in digital signage networks, including proof-of-play, proof-of-impression, gender and age group data to measure advertising campaign effectiveness. Intel is now planning to develop and launch a sister service to collect traffic metrics in retail environments that is meant to maximize digital signage effectiveness, optimize store layout, and boost

	ROI for users. The purpose of the project is to analyze different segments and applications for which this service can be used, and to develop a marketing strategy for launch of a new service.
Intel Retail Services	Full time MBA Strategic Marketing & Services Leadership Program - Value Added Services Consulting Project 2011/12 - Intel is looking to leverage their strengths as processing structured and unstructured data from a variety of social media sources about the hospitality industry. The purpose of this project is to develop a plan to determine the values add in hospitality processes and metrics for CRM programs, customer loyalty initiatives and crowdsourced reviews (from sites such as UrbanSpoon, TripAdvisor, Kayak, etc.).
Republic Services	Full time MBA Strategic Marketing & Services Leadership Program - Value Added Services Consulting Project 2011/12 - Republic Service, Inc. currently is a top provider of environmentally responsible waste disposal services, of which \$863M is generated by their residential subscription business. The purpose of this project is to work with Republic in developing marketing and sales strategies to increase customer demand and loyalty for their residential subscription business units.
The National Industries for the Blind	Full time MBA Strategic Marketing & Services Leadership Program - Value Added Services Consulting Project 2011/12 - Provide a solution that defines the unique value proposition and strategy of utilizing people who are blind in commercial Teleservices and Technology Services business enterprises.
DOW Chemical	Full time MBA Strategic Marketing & Services Leadership Program - Value Added Services Consulting Project 2011/12 - The goal of the project is to identify the current market place for a new product.
Mediserv Healthcare Services	Master of Information Management Program Applied Project Course 2011/12- Strategic information system & digital enablement for business transformation & growth for Mediserv: Providing Healthcare, Inpatient Rehabilitation & Respiratory Therapy Management Solution with Cloud Business Intelligence. The purpose of this project is to performing comprehensive industry and company analysis, and development of transformation and technology plans for cloud based BI solution.
American Express	Master of Information Management Program Applied Project Course 2010/11- Strategic information system & digital enablement for business transformation & growth for American Express: MobilePay-Point-of-Sale Transactions using Smartphones. The purpose of this project is to performing comprehensive industry and company analysis, and development of transformation and technology plans for mobile solutions for point-of-sale transactions.

LIST OF PROFESSIONAL ORGANIZATIONS – CO-CREATED VALUE (1991 to Present)

- Banking & Financial Services: American Express, AT&T Universal Card Services, Bank of America, Citi Corp, First Union Bank, Franklin Templeton, JC Bradford, Norwest Wells Fargo, Raymond James, Sound Credit Union
- Consumer Packaged Goods: Procter & Gamble, DOW Chemical
- Retail: Office Depot, Discount Auto Parts, Harris Teeter, Home Shopping Network, Koton (TR), Lowe's, Stein Mart, Intel Retail Services, Migros (TR)
- Healthcare & Pharmaceutical: Eckerd/CVS Pharmacy, Premier, Banner, Columbia Healthcare, Mayo Clinic, Parkstone, Mediserv, Abbott
- ERP/Supply Chain Management/Logistics: Intel, Tech Data, CSX Lines, Watkins Motor Lines, YRC Worldwide, Fedex
- IT Solutions: IBM, Teradata, DELL, BISC, MicroStrategy, GE, EES Healthcare IT (TR), Obase (TR)
- Telecommunications: AT&T, Telefonica (Puerto Rico), Turkcell (TR)
- E-Commerce: Choice Point, Lending Tree, Yildiz Holding (TR)
- Digital Media: Hurriyet (TR), MedyaNet (TR)
- Manufacturing: Inci Aku (TR), Intel Corp, Michelin North America, Dell

- Hospitality/Tourism: Darden Restaurants, American Express Travel Services, Intel Hospitality Services, Universal Studios
- Education: Adaptive Curriculum.com, Arizona State Univ., University of Washington, Sabanci Univ (TR), Sebit Inc. (TR);
- Public Services: Republic Services Waste Management
- Government: Korea Inst. for Industrial Economics & Trade, National Sc. Found., USA Dept. of Ed., Basil Ilan Kurumu (TR)
- None-profit: The National Industries for the Blind

MEMBERSHIPS IN PROFESSIONAL SOCIETIES AND SELECTED ACTIVITIES

- Institute for Operations Research and the Management Sciences Pro Bono Analytics - Connecting Analytics Volunteers & Nonprofit Organizations (2018 – present)
- Institute for Operations Research and the Management Sciences (2002-present); Information Systems, Analytics, Service Science, Manufacturing & Service Operations Management Societies;
- Association for Information Systems (2002-present); Association for Information Systems Special Interest Group on Decision Support, Knowledge and Data Management Systems; Services
- Project Management Institute (1997-present); Decision Sciences Institute (2003-present);
- American Quality Control, (1994-1997); Carnegie Mellon University, Software Engineering Institute (1997-1999); AT&T Corp. Bell Labs Senior Technical Architecture Team (1996-1998);
- Istanbul Technical University Alumni Association International, (2002-present)

REFERENCES

Provided upon request

PERSONAL

- Fluent in English & Turkish, and the Citizen of the United States of America & the Republic of Turkey