

## **Sumantra Sarkar**, CISA, PMP

Associate Professor, Management Information Systems,  
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### **Education:**

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<b>Ph.D.</b> in Computer Information Systems <b>Georgia State University, J. Mack Robinson College of Business</b>	August, 2014
<b>MS</b> in Computer Information Systems (Health Informatics) <b>Georgia State University, J. Mack Robinson College of Business</b>	December, 2010
<b>MBA</b> in Operations Research <b>Jadavpur University, Calcutta, India, Institute of Business Management</b>	June, 1993
<b>B.E</b> in Electronics and Telecommunication <b>University of Calcutta, Calcutta, India, Bengal Engineering College</b>	July, 1988

### **Experience:**

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Binghamton University, State University of New York (SUNY)	
○ Associate Professor, Management Information Systems	<i>Sep '20 – present</i>
○ Assistant Professor, Management Information Systems	<i>Sep '14 – Aug '20</i>
Georgia State University, J. Mack Robinson College of Business	
○ Graduate Research/Teaching Assistant, Department of CIS	<i>Aug '09 – May '14</i>
Mumbai University, L.N. Welingkar Institute of Management Development & Research	
○ Visiting Faculty	<i>Jul '06 – Jul '09</i>
Royal Bank of Scotland (formerly ABN AMRO), Mumbai, India	<i>Dec '06 - Jul '09</i>
○ VP & Head, Infrastructure & Shared Service Delivery	
3 Global Services (a Hutchison Whampoa Company), Mumbai, India	<i>Nov '04 to Nov '06</i>
○ General Manager, Information Technology	
Novell Inc., Mumbai, India	<i>Sept '99 to Oct '04</i>
○ National Manager, Technical Services	
Mafatlal Consultancy, Mumbai, India	<i>Aug '94 to Aug '99</i>
○ Project Manager	
International Data Management, Mumbai, India	<i>Dec '89 to Jul '94</i>
○ Sr. Customer Support Engineer	
General Electric Company (GEC plc.), Calcutta, India	<i>Jul '88 to Nov '89</i>
○ Management trainee	

## Research:

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### ○ Interests

- Health IT
- IT Security
- Decision making
- IT Governance
- Agile Development
- Pedagogy in IS

### ○ Journal Publications:

- L. Cao, B. West, B. Ramesh, K. Mohan, **S. Sarkar**, “A platform-based approach to ambidexterity for innovation: An empirical investigation in the public sector”, *International Journal of Information Management*, Volume 68, Feb, 2023, 102570.
- **S. Sarkar**, S. Boss, J. Gray, “Pedagogical Practices of Accounting Departments Addressing AACSB Technology Requirements,” *Issues in Accounting Education*, Volume 36, No 4, 2021, pp. 59-85
- **S. Sarkar**, “Using Qualitative Approaches in the Era of Big Data: A Confessional tale of a Behavioral Researcher,” *Journal of Information Technology Case and Application Research*, Volume 23, No 2, 2021, pp. 139-144
- **S. Sarkar**, J. Gray, S. Boss, E. Daly, “Developing Institutional Skills for Addressing Big Data Experiences in Implementation of AACSB Standard 5,” *Journal of Accounting Education*, Volume 54, 2021, 100708
- H. K. Lee, T. Deng, **S. Sarkar**, “Developing CRMSys at SoftTel: Traditional or Agile?,” *Journal of Information Technology Case and Application Research*, Volume 23, No 4, 2021, pp. 279-302.
- **S. Sarkar**, A. Vance, B. Ramesh, M. Demestihias, D. Wu, “The Influence of Professional Subculture on Information Security Policy Violations: A Field Study in a Healthcare Context,” *Information Systems Research*, Volume 31, No 4, 2020, pp. 1240-1259
- **S. Sarkar**, K. Ghosh, S. Petter, “Using Secondary Data to Tell a New Story: A Cautionary Tale in Health Information Systems Research,” *Communications of the Association for Information Systems*, Volume 47, No 1, 2020
- S. Chatterjee, X. Gao, **S. Sarkar**, C. Uzmanoglu, “Reacting to the Scope of a Data Breach: The Differential Roles of Fear and Anger”, *Journal of Business Research*, Volume 101, 2019, pp. 183-193.
- K. Mohan, L. Cao, **S. Sarkar**, B. Ramesh, "Adapting IT Governance Practices for the Changing IT Function", *IT Professional (IEEE)*, Volume 4, No 1, 2019, pp. 43-58.
- H. K. Lee, M. Keil, J. Smith, **S. Sarkar**, “The Roles of Mood and Conscientiousness in Error Reporting - Decisions on IT Projects”, *Information Systems Journal*, Volume 27, No 5, 2017, pp. 589-617.
- L. Cao, K. Mohan, B. Ramesh, **S. Sarkar**, “Evolution of Governance: Achieving Ambidexterity in IT Outsourcing”, *Journal of Management Information Systems*, Volume 30, No 3, 2013, pp. 115-140.
- L. Cao, K. Mohan, B. Ramesh, **S. Sarkar**, “Adapting Funding Processes for Agile IT projects: an empirical investigation”, *European Journal of Information Systems*, Volume 22, No 2, 2013, pp. 191-205.
- K. Mohan, L. Cao, **S. Sarkar**, B. Ramesh, “Managing Disruptive and Sustaining Innovations in Green IT”, *IT Professional (IEEE)*, Volume 14, No 6, 2012, pp. 22-29.

- **Conference Publications:**

- **S.Sarkar**, A. Bhattacharjee, “Hospitals’ Health IT Investments and Office-Based Physicians’ Health IT Adoption: Spillover and Complementarity Effects”, **AMCIS TREO Talks**, Panama City, Panama, August 10-12, 2023
- MD Amin, I. Ray, **S. Sarkar**, "Blockchain Smart Contracts for Policy Compliance: A Healthcare Perspective". **ETNCC Conference**, Windhoek, Namibia, August 16-18, 2023
- Q. Qu, H. Sun, R. Xu, Y. Chen, **S. Sarkar**, and I. Ray, “A Digital Healthcare Service Architecture for Senior Safety Monitoring in Metaverse,” the First **International Workshop on Distributed Intelligence for Metaverse (DIM)**, in conjunction with the IEEE International Conference on Metaverse Computing, Networking and Applications (IEEE MetaCom 2023), Kyoto, Japan, June 26 – 28, 2023.
- N. Singh, U. Varshney, **S. Sarkar**, “Patient Generated Health Data: Framework for Decision Making”, **HICSS 55**, Virtual, January 3-7, 2022
- A. Yayla, **S. Sarkar**, “The Dynamics of Information Security Policy Adoption”, 019 **IFIP Working Group 8.11/11.13** Dewald Roode Information Security Workshop, Bossier City, Louisiana, October 4-5, 2019
- K. Wang, **S. Sarkar**, “Nudging Young People Towards Safe Internet Behavior”, **AMCIS Emergent Research Forum**, Cancún, México, August 15-17, 2019
- T. Deng, H.K. Lee, **S. Sarkar**, “Reporting Information Security Policy Violations – An Exploratory Study”, **AMCIS Emergent Research Forum**, Cancún, México, August 15-17, 2019
- A. Yayla, **S. Sarkar**, “Legitimization of Information Security Policies in Organizations”, **AMCIS TREO Talks**, Cancún, México, August 15-17, 2019
- **S. Sarkar**, A. Yebba, “Data analytics through a game: Introducing students to ERP and interpreting data analytics”, **Annual Meeting of the American Accounting Association (AAA)**, San Francisco, CA, August 9-14, 2019
- **S. Sarkar**, J. Gray, S. Boss, “Preparedness of Accounting Departments for AACSB Technology (Standard 5) Requirements”, **International Symposium on Accounting Information systems (ISAIS)**, Michigan State University, Lansing, MI, June 27-28, 2019
- **S. Sarkar**, J. Gray, S. Boss, E. Daly, “Teaching Analytics in AIS – the buzzword” – **Pre-ICIS, AIS Workshop**, San Francisco, December 13, 2018
- U. Varshney, **S. Sarkar**, N. Singh, “Regulations and Mobile Health Applications”, **ICIS TREO Talks**, San Francisco, CA, December 13, 2018
- Q. Bui, **S. Sarkar**, “The Influence of Health Information Technology on Healthcare Outcomes: A CIMO based Review”, **Pre-ICIS SIG-Health Workshop**, San Francisco, CA, December 13, 2018
- A. Yayla, **S. Sarkar**, “The Dynamics of Information Security Policy Adoption”, Proceedings of the **13<sup>th</sup> Pre-ICIS Workshop on Information Security and Privacy**, San Francisco, CA, December 13, 2018
- N. Singh, **S. Sarkar**, U. Varshney, “Integration of Mobile Health and EHR”, **AMCIS TREO Talks**, New Orleans, LA, 2018
- L. Haghnegahdar, **S. Sarkar**, “Simulation Optimization for Operating Room Scheduling”, Proceedings of 2018 **IISE Industrial & Systems Engineering Research Conference (ISERC)**, Orlando, FL, 2018.

- S. Chatterjee, X. Gao, **S. Sarkar**, C. Uzmanoglu, "Consumer Reactions to the Scope of a Data Breach Incident: How Affect Moderates Scope Effects on Intentions to Leave the Focal Firm", **European ACR Conference**, Ghent, Belgium, 2018
- **S. Sarkar**, M. Keil, H.K. Lee, "Context and Timing in Bad News Reporting: An Exploratory study in IS projects", **AMCIS International Research Workshop on IT Project Management (IRWITPM)**, Fort Worth, TX, December, 2015.
- H. K. Lee, M. Keil, J. Smith, **S. Sarkar**, "The Roles of Mood and Conscientiousness in Error Reporting -Decisions on IT Projects", **Academy of Management Best Papers Proceedings**, Orlando, FL, August, 2013.
- D. P. Truex, R. El Amrani, T. Case, A. Aryal, **S. Sarkar**, "The Key Determinants of a Successful Competency Center: It Depends!", Proceedings of **Pre-ICIS ES SIG**, Orlando, FL, December, 2012
- E. Park, B. Ramesh, R. Jain, **S. Sarkar**, "The Role of Anticipated Process Regret in Process Documentation Decision", **Atlanta-Athens Conference on Research in Information Systems (AACRIS)**, Atlanta, March, 2012
- D. Truex, N. Lakew, S. Alter, **S. Sarkar**, "Extending a Systems Analysis Method for Business Professionals", in: B. Donnelan (Ed.) **European Design Science Symposium (EDSS)**, Dublin, Ireland, October, 2011.
- R. El Amrani, **S. Sarkar**, D. P. Truex, "An Examination of the Post Implementation Role of Competency Center in ERP and BI: International / Cross Cultural Investigation", Proceedings of **Pre-ICIS ES SIG**, St Louis, MO, December, 2010
- D. P. Truex, S. Alter, M. Cuellar, **S. Sarkar**, "Using Deep Structure Theory to Visualize Inherent Limitations of Systems Analysis Tools in Relation to Habermassian Communicative Action", Proceedings of **IFIP 8.2/Organizations and Society in Information Systems (OASIS)**, St Louis, MO, December, 2010
  
- **Book Chapter Publications:**
  - J. Ross, **S. Sarkar**, "[Data-Informed Decisions](#)", in Data Analytics Skills, SAGE Publishing, Jan 2023
  
- **Invited Presentations / Panel**
  - Zicklin School of Business, Baruch College, New York, New York, USA – "The role of Mixed-Methods research in Qualitative Methods" (Audience: PhD students) – Apr 2023
  - Strome College of Business, Old Dominion University, Norfolk, Virginia, USA – "'Publishing in a Top Journal: A confessional account'" (Audience: PhD students) – Mar 2023
  - ICFAI Business School, Calcutta, India – "East is East and West is West – never the twain shall meet?" (Audience: faculty) – June 2022
  - ICFAI Business School, Calcutta, India (webcast across 9 centers across India) – "Future: What are you thinking?" (Audience: students) – June 2022
  - ICFAI Business School, Hyderabad, India – "Publishing in a top journal: A confessional account" – July 2021
  - Rochester Institute of Technology - "Evolution and Adaptation of IT-enabled Routines in Health Care: An Exploratory Study" - May 2016.

- SUNY – Binghamton
  - Presentation – “Using Secondary Data to Tell a New Story: A Cautionary Tale in Health Information Technology Research” – Data Science Transdisciplinary Area of Excellence, April 2021
  - Panel member “Faculty Engagement Workshop” at the Applied Learning Conference, Binghamton organized by SUNY, November 2016
  - Presentation - “Faculty Showcase” – Center for Learning and Teaching, May 2016
  - Presentation - “Applied Learning in the Community: Designing an Effective Partnership” (Engaged Faculty Speaker Series – Center for Civic Engagement), October 2015
  - Panel member (invited) for Academy of Management Professional Development Workshop “Mid-Life Career Changers” - Aug, 2014
- PMI Binghamton Chapter: “Why PMP? Networking, Career Opportunities and How to Prepare!” – Executive team presentation to BU students, 2016 Feb
- **In the News / Recognition**
  - local TV News channel – WBNG - [Local experts weigh in on national ‘Data Privacy Week’](#) – 2023 Jan
  - local TV News channel – Fox 40 News - [Tips on Data privacy](#) – 2023 Jan
  - internet news publication – [GCN](#) - [Lifting efficiency and innovation with an enterprise platform](#) – 2023 Jan
  - internet news publication – [Science X](#) - [Research: Government agencies face unique challenges in achieving innovations](#) – 2022 Nov
  - public radio program - [The Academic Minute](#) - [Employees and Internet Security Policies](#) - 2022 Nov
  - external academic website - [“Faculty Highlight Series” ERPsim, HEC Montreal](#) – 2022 Sep
  - local TV News channel - Fox News on expert comment on Identity Theft [“Identity Theft Cases Increased Drastically Amidst COVID-19 Pandemic”](#) – Feb 2021
  - internet news publication – [Security Boulevard](#) - [Inconvenient’ Cybersecurity Policies Put Healthcare Organizations at Risk](#) – 2020 Oct
  - local news publication - Press & Sun-Bulletin for expert comment on IT security [“How a NY man used fraud, social security numbers to get IRS taxpayer records”](#) – 2020 July
  - international TV news channel - CNBC India for publication in Journal of Business Research on emotions affecting decisions after data breach - <https://www.cnbcvt18.com/technology/data-breach-check-if-you-are-fearful-or-angry-3371641.htm> - 2019 May
  - internet news publication - Science Newsline for publication in Information Systems Journal on effect of Mood and Personality in IT Projects - <http://www.sciencenewline.com/news/2016072712510010.html> - 2016 July  
<http://phys.org/news/2016-07-businesses-human-element.html#> - 2016 July
  - external partner website - [Featured in Teaching Data Analytics: University Educators Innovate with Alteryx](#) – 2020 Sept
  - BU news - “Engaged Faculty Spotlight” – Newsletter, Center for Civic Engagement, SUNY – Binghamton – 2015 Feb

## Teaching:

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### ○ **Interests**

- Accounting Information Systems – graduate
- Forensic Accounting and IT Audit Analytics – graduate
- Visualization – graduate
- Databases RDBMS - undergraduate
- Databases in the Cloud (NoSQL) - graduate
- Enterprise Analytics - graduate
- Project Management – graduate
- Systems Analysis - undergraduate and graduate
- Introduction to MIS – undergraduate and graduate
- IT Architecture / Infrastructure / Telecommunication - graduate

## Service:

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### ○ **Binghamton University**

- Assoc. Director – Center for Information Assurance and Cybersecurity (CIAC), BU – 2020 Fall - present
- Member - Joint Task Force on Teaching Evaluation, BU - 2023 Spring – present
- Member - Health Sciences TAE Steering committee, BU - 2019 Fall – present
- Faculty coordinator - SAP University Alliance Program, BU - 2015 Fall – present
- Faculty coordinator – Amazon Web Services Academy, BU – 2023 Summer - present
- Member – Search Committee for Technical Support Analyst, Information Technology Services, BU - Spring 2023 - present
- Member – Search Committee for IT Change & Policy Coordinator, Information Technology Services, BU - Spring 2023 - present
- Member – Search Committee for Assistant Director of Technical Support, Information Technology Services, BU - Fall 2022 – Spring 2023
- Volunteer - Bilingual Faculty for Crisis Assistance, Multicultural Resource Center, BU - 2015 Spring - present
- Member – Search Committee for Lead Programmer / Analyst, Information Technology Services, BU - Fall 2020 – Spring 2021
- Member - TAE Work Group - Data Management, Security, Use, BU – 2018 Fall – 2019 Spring
- Member - Recruitment team for Senior Project Manager in Information Technology Services, BU - Fall 2015 – Spring 2016
- Member - Planning Committee - “Institute on Community-Engaged Teaching, Research & Scholarship”, Center for Civic Engagement, BU - 2015 Spring
- Mentor – Management Information Systems Club, BU - Spring 2016 – present
- Faculty Advisor – Management Consulting Group, BU - Fall 2016 - present
- Academic Advocate – Information Systems Audit and Control Association, BU - Spring 2016 – present

### ○ **School of Management**

- Chair – Technology Committee, SOM - 2020 Fall - present
- Member – Deans Advisory Committee, SOM - 2020 Fall - present
- Member – Junior Promotion Committee, SOM – 2020 Fall - present

- Chair – Search Committee for SOM MIS faculty, SOM - 2021 Fall to 2022 Spring
- Member - Accounting Accreditation Task Force, SOM - 2015 Fall – 2016 Fall; 2020 Spring – 2020 Fall
- Representative - Faculty Senate, SOM - 2017 Fall – 2019 Spring
- Member - Faculty Development task force, SOM - 2019 Fall – 2020 Spring
- Member - Assurance of Learning Committee, SOM - 2014 Fall – 2015 Spring, 2017 Fall – 2018 Spring, 2018 Fall – 2019 Spring
- Member - Masters Curriculum Task Force, SOM - 2015 Fall – 2016 Fall
- Jury Member (with Dr Thomas Kelly and Mr. Tyrone Muse, CEO of Visions Federal Credit Union)- “Create Your Own Business Plan” competition organized by the "Graduate Student Organization” for Southern Tier Local Economic Development, SOM - 2015 Spring
- **Community (external scholarly)**
  - **Editor**
    - Senior Editor - The DATA BASE for Advances in Information Systems –
    - Associate Editor - Journal of Information Technology Case and Application Research (JITCAR)
  - **Treasurer** – Special Interest Group for Accounting Information Systems (SIG-ASYS), 2020 Jan – 2023 Dec
  - **Track-Chair** at Conferences
    - “Digital Agility / Innovation” – Session Chair, AMCIS, 2019, 2020
    - “General Accounting Information Systems” - Mini-Track chair, AMCIS 2018, 2019, 2020
    - “IT-enabled Organizational Agility and Security” – Mini-Track chair, AMCIS 2017, 2018, 2019
    - “Innovation and Project Management” – Mini-Track chair, AMCIS 2019
    - “IT Enabled Agility” - Session Chair, AMCIS 2016
    - “Managing IS Projects and IS Development” – Associate Editor, ICIS 2016
    - “IT-enabled Organizational Agility and Security” – Mini-Track chair, AMCIS 2016
  - **Member** - Global Editorial Review Board - Journal of Information Technology Case and Application Research (JITCAR), 2015 -
  - Reviewer
    - **Best Reviewer for 2015** – Journal of Information Technology Case and Application Research (JITCAR)
    - **Ad-Hoc reviewer**
      - MIS Quarterly (MISQ)
      - Information Systems Research (ISR)
      - Journal of Management Information Systems (JMIS)
      - European Journal of Information Systems (EJIS)
      - Production and Operations Management (POM) Journal
      - Journal of Business Research (JBR)
      - The DATA BASE for Advances in Information Systems
      - Communications of the ACM (CACM)
      - AIS Transactions on Replication Research

- Requirements Engineering
  - Technological Forecasting & Social Change journal
  - Information Systems Frontiers (ISF) Journal
  - International Journal of Healthcare Information Systems and Informatics (IJHISI)
  - Journal of Information Technology Case and Application Research (JITCAR)
  - Academy of Management (AoM) Annual Conference, 2016
  - International Conference on Information Systems (ICIS) – 2013,2014,2015, 2016, 2017, 2018, 2019, 2020, 2023
  - Americas Conference on Information Systems (AMCIS) – 2014, 2015, 2016, 2017, 2018, 2019, 2020
  - European Conference on Information Systems (ECIS) – 2014, 2016, 2019
  - IEEE Wireless Telecommunications Symposium (WTS) - 2014
  - Pacific Asia Conference on Information Systems (PACIS) – 2011, 2019
  - Book Review
    - Accounting Information Systems by U. Gelinas, R. Dull, P. Wheeler, 10th ed., 2015, CENGAGE Learning, 2015 Spring
  - Review Committee member to select the “Best Published Paper” award - AIS SIG-Health - AMCIS 2016
- **Community (other)**
    - [Member - Developmental Disabilities Advisory Council \(DDAC\) of NY State](#) – 2021 Feb - present
    - [Judge - Launch Pad, The Greater Binghamton Start-up Challenge](#) – 2022 May and 2023 May
    - Vice President, Membership & Publicity, [PMI Binghamton Chapter](#) - 2016 Jan – 2017 Dec
  - **Honors /Awards**
    - 2023 Council/Foundation Award for **Outstanding Service**, SUNY - Binghamton
    - 2020 SOM Award for **Excellence in Teaching**, SUNY – Binghamton
    - 2019 **Career Champion**, SUNY – Binghamton – nominated by students
    - 2018 **Career Champion**, SUNY – Binghamton – nominated by students
    - 2017 **Career Champion**, SUNY – Binghamton – nominated by students
    - Faculty Teaching **Honor Roll**, School of Management, SUNY – Binghamton
      - Fall 2014, Fall 2015, Spring 2016, Fall 2016, Fall 2017, Fall 2018, Spring 2019, Fall 2019, Summer 2020, Fall 2020, Summer 2021, Spring 2022, Summer 2022, Fall 2022, Spring 2023



## Georgia State University, J. Mack Robinson College of Business

Position: Graduate Research/Teaching Assistant, Department of CIS      *Aug '09 – May '14*

Description:

- **Teaching**

- ***Undergraduate***

- Database Systems
    - Telecommunication
    - Introduction to IS
    - Capstone & Field study

- ***Graduate***

- Accounting Information System
    - Enterprise Architecture
    - SAP
    - Field Study

- Project coordinator and mentor - Capstone & Field Study projects at Grady Hospital, Atlanta (Undergraduate and Graduate) – Summer & Fall 2013

- **Service**

- President / Vice President – Robinson PhD Fellows - 2010 Fall to 2013 Spring
  - Helped in preparation of the ISACA “model curriculum for IT Audit and Control” certification for the MS ISAC program, under guidance from Dr. Bala Ramesh
  - Developed course materials for
    - IT Services Management and Governance for MS ISAC program
    - Business Analytics based on SAP Business Analytics and HANA
  - Panel member of the recruitment team for a IS manager position - School of Nursing and Health Professionals, Georgia State University, Summer & Fall 2013
  - Developed Business Continuity plan - ISO 27001 requirements for Georgia State University with the Chief Information Security Officer - includes Business Impact Analysis, Asset register template design, business procedures preparation

- **Honors /Awards**

- **Doctoral Consortium Fellow:**

- International Conference on Information Systems (ICIS) - 2013
    - Academy of Management (AoM)’s Organizational Communication & Information Systems (OCIS) - 2013
    - Americas Conference on Information Systems (AMCIS) – 2013
  - **GTA Teaching Excellence Award**, Georgia State University – 2012
  - Second Century Initiative (2CI) **University Doctoral Fellowship** for research in Health IT – 2012 and 2013
  - Invited to join Beta Gamma Sigma Honor Society – 2014
  - Invited to join Delta Epsilon Iota Academic Honor Society – 2014
  - Invited to join Phi Beta Delta Honor Society – 2011
  - Recognition of efforts by the CIO in preparation for ISO 27001 Audit – May '10

- **Invited Presentations / Panel**

- Robinson PhD Fellows: “What I should have known as a 1st year PhD student” – March, 2014
  - Colloquium: “New Perspectives on Implementing Health Information Technology” – November, 2013
  - Colloquium: “Adapting Funding Processes for Agile IT Projects: An Empirical Investigation” – Spring 2011
  - Panel member (invited) - PhD Recruitment Forum organized by DocNet, Consortium of Business Doctoral Programs <http://www.businessdoctoralprograms.org/> - GA Tech: 3rd Oct, 2012; Emory University: 19th Nov, 2013.

## **Mumbai University, L.N. Welingkar Institute of Management Development & Research**

Position: Visiting Faculty

*Jul '06 – Jul '09*

Description:

- **Teaching**

- IT Security & Compliance – SOXA, SAS 70, CoBIT, HIPAA, Basel-II, AML, ISO 27001, IT Act 2000, BS 25999 (Business Continuity Management), IT Audit process, GRC (Governance, Risk Management & Compliance)
- IT Infrastructure – IT Governance, ITIL, ISO 20000, SLA in Outsourced environment, Business value of Cloud Computing, Design of data center, Consolidation of servers and data centers
- Special topics on IT Security - “IT Security in Call Centers” organized by Deloitte

- **Mentoring:**

- MIM (Masters in Information Management), University of Mumbai, 2008-2009
  - Bhushan J. Khokle; Topic: “Security Considerations for Online Trading Applications”

### **Professional Affiliations:**

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- Association of Information Systems (AIS) - Member
- Information Systems and Audit Control Association (ISACA) - Platinum level member
- Project Management Institute (PMI) – Member
- American Accounting Association (AAA) - Member

## **Experience – Practice:**

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### **Royal Bank of Scotland - VP & Head, Infrastructure & Service Delivery** *Dec '06 - Jul '09*

- Responsible for operations – attained 95% uptime on 550+ servers
- Governed the Compliance and closure of all audit issues – ISO 27001
- Enhanced and updated BCP; supervised fail-over tests of all critical applications
- Closed open issues of Vulnerability & security assessment reports
- Led Technology Risk Assessments for new applications - designing IT General controls & IT Application Control;
- Structured operational audits on Change Management & Security
- Improved SLA dashboard monitoring by initiating Service Improvement plan implementations – increased successful Changes by 10 %
- Consolidated 23 Service Desks (9000+ end users) to single outsourced Help-desk – Optimized operations and achieved reduction in agent numbers by 25 %

### **3 Global Services (a Hutchison Whampoa Company), Head - IT** *Nov '04 to Nov '06*

- Reduction of asset acquisition cost by 15 % by developing alternate partners
- Uptime of server / networks improved by 13 % & 7000+ desktops improved by 10 %
- Planned and setup alternate data center for business continuity
- Expansion of operations – 2 facilities – 1000 workstations
- In the news for one of the first contact centers on VoIP - featured in India news and CISCO worldwide news –  
[http://www.cisco.com/web/IN/about/files/3\\_Global\\_Services\\_Cisco\\_Case\\_Study.pdf](http://www.cisco.com/web/IN/about/files/3_Global_Services_Cisco_Case_Study.pdf)  
- July 2005

### **Novell, National Manager – Technical Services** *Sept '99 to Oct '04*

- Architect and implemented a highly secured, fault tolerant Enterprise solution to integrate high value transactions across 850 remote distributed branches - State Bank of India – a Fortune 500 Company.
- Project Manager in setting up India Support Center for America Support - 3rd Tier Technical Support

### **Mafatlal Consultancy, Project Manager** *Aug '94 to Aug '99*

- ERP Implementations at GE Lighting, Raychem, Rockwell Automation, Essef Corp, Johnson Controls, Unilever, Godrej Industries, Mafatlal Industries, Structural etc.
- Development of local taxation / Payroll in PROGRESS & ORACLE / PowerBuilder – 300 person months

### **International Data Management, Sr. Customer Support Engineer** *Dec '89 to Jul '94*

- Customer Support Engineer for Novell Netware 3.x / SFT-III, SCO Unix and PRIMOS range of machines
- Desktop support for PC / PC-XT / AT-286 / 386 machines
- Customer Account management – achieving targets for Annual Renewal Maintenance contracts and upgrades

## **General Electric Company plc. (GEC), Management trainee**

*Jul '88 to Nov '89*

- Trainee electronics engineer testing electronic panels of induction furnace
- Testing engineer for Thyristor controlled speed drives in Motors division
- Part of the electronics engineering team to set up a high voltage vacuum circuit breaker manufacturing plant for industrial use

## **Certifications / Training:**

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- **CISA** – Certified Information & Systems Auditor – 2004
- **S/4 HANA & SAP TERP 10** certified trainer
- **SAP** University Alliance partner training on **Business Analytics** and **HANA** - 2013
- **ISO/IEC 20000 Auditor** (ITIL) – itSMF, UK certified – 2006
- **Six Sigma** – Yellow Belt – 2007
- **CNE 5** – Certified Novell Engineer – 2002
- **OCTAVE** for Internal Implementation – 2005
- **PMP** – Project Management Professional – 2005
- **ERPsim Certified Trainer** - Level 2 (**SAP** based business simulation game) - 2012
- Case Method Teaching – **Harvard Business School** - 2015
- **Dale Carnegie** - Effective Human Relation and Communication Skills Course – 2007
- **Stephen Covey** - The 7 Habits of Highly Effective People Training Program – 2005

## **Honors / Awards**

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- **Man of the Year Award** from Mafatlal Consultancy - 1996
- Recipient of **President's Club** Award from Novell Inc - 2003
- Recipient of **Silver Circle** Award from Novell Inc. - 2001
- **Novell Executive team appreciation** for successful migration of Technical Support Center from Provo, UT to Mumbai, India – Novell Inc - 2003
- **Appreciation from Executive team** for ABN AMRO and RBS Integration Project – July 09
- Project **Appreciation letters** from
  - GE Lighting
  - Johnson Controls
  - Unilever
  - Pentair, Inc
  - Raychem
  - Hindustan Petroleum Corp. Ltd
- Nominated for the **PMI Leadership Institute Meet** at Amsterdam in May'09 from PMI Mumbai Chapter – 2009
- Team member of the PMI's "**Component of the Year**" Award for PMI Mumbai Chapter – 2008/9

## **Service (to the community)**

- Associate Director – PMI IS Communities of Practice <http://www.pmi.org/> - 2010
- Vice President - Project Management Institute, Mumbai Chapter, India – 2008/9
- Presentation (invited) to PMI Mumbai Chapter: Risk Management, IT Security, ITIL/ISO 20000, IT Governance – 2006 to 2009
- Book reviewer – for PMI Mumbai Chapter - 2010