MIN-SEOK PANG

Assistant Professor of Management Information Systems
Fox School of Business, Temple University
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ACADEMIC APPOINTMENTS

Fox School of Business, Temple University, Philadelphia, Pennsylvania

- Assistant Professor of Management Information Systems, 2014 – current

School of Business, George Mason University, Fairfax, Virginia

- Assistant Professor of Information Systems, 2011 – 2014

Stephen M. Ross School of Business, University of Michigan, Ann Arbor, Michigan

- Graduate Student Research Assistant, 2006 – 2011
- Graduate Student Instructor, 2009

EDUCATION

Stephen M. Ross School of Business, University of Michigan, Ann Arbor, Michigan

- **Ph.D. in Business Administration**, 2011
- Specialization : Business Information Technology
- Dissertation Title : *Information Technology and Value Creation in the Public Sector Organizations*
- Committee Members : M.S. Krishnan (Chair), Nigel P. Melville, Francine Lafontaine, Robert J. Franzese, Jr.

Graduate School of Management, Korea Advanced Institute of Science and Technology, Seoul, Korea

- **M.S. in Management**, 2006
- Master Thesis : *A Benchmarking-Based Requirement Analysis Methodology for Improving Websites*

Korea Advanced Institute of Science and Technology, Daejon, Korea

- **B.S. in Industrial Engineering**, 2000
- Minor with Computer Science
- Graduated with *Cum Laude*

RESEARCH INTERESTS

- **Strategic IT Management in the Public Sector**
  - o IT business value in the public sector
  - o Public sector IT governance and management
  - o Impact of politics on IT investments and management

- **Technology-Enabled Public Policies**
  - o The role and impact of technology in public policies
  - o Societal impacts of technologies

PUBLICATIONS

Refereed Journal Publications

- **Pang, M.-S**. (2017) "Politics and Information Technology Investments in the U.S. Federal Government in 2003-2016," *Information Systems Research* (28:1) pp. 33-45.

- **Pang, M.-S.**, Tafti, A., and Krishnan, M.S. (2016) "Do CIO IT Budgets Explain Bigger or Smaller Governments? – Theory and Evidence from U.S. State Governments," *Management Science* (62:4) pp. 1020-1041.

- **Pang, M.-S.**, Tafti, A., and Krishnan, M.S. (2014) "Information Technology and Administrative Efficiency in U.S. State Governments – A Stochastic Frontier Approach," *MIS Quarterly* (38:4) pp. 1079-1101.

- Etzion, H. and **Pang, M.-S.** (2014) "Complementary Online Services in Competitive Markets: Maintaining Profitability in the Presence of Network Effects," *MIS Quarterly* (38:1) pp. 231-248.

- **Pang, M.-S.** and Etzion, H. (2012) "Analyzing Pricing Strategies for Online Services with Network Effects," *Information Systems Research* (23:4), pp. 1364-1377.

- **Pang, M.-S.** (2014) "IT Governance and Business Value in the Public Sector Organizations - The Role of Elected Representatives in IT Governance and Its Impact on IT Value in U.S. State Governments," *Decision Support Systems* (59:1) pp. 274-285.

- **Pang, M.-S.**, Lee, G., and DeLone, W. (2014) "IT Resources, Organizational Capabilities, and Value Creation in the Public Sector Organizations – Public Value Management Perspective," *Journal of Information Technology* (29:3), pp. 187-205.

- **Pang, M.-S.**, Suh, W., Kim, J.-H., and Lee, H. (2009) "A Benchmarking-Based Requirement Analysis Methodology for Improving Websites," *International Journal of Electronic Commerce* (13:3), pp. 119-162.

Refereed Book Chapters

- **Pang, M.-S.**, Suh, W., Hong, J., Kim, J.-H., and Lee, H. (2009) "The Use of Website Quality Metrics in the Era of Web 2.0" in *Handbook of Research on Web 2.0, 3.0, and X.0: Technologies, Business, and Social Applications*, Murugesan, S. (ed.), 2010, Hershey, PA: IGI Global.

Other Publication

- **Pang, M.-S.** (2015) "Is IT Worth It? Yes! – What State Government Leaders Need to Know About Returns on IT Investments," The IBIT Report, Institute for Business and Information Technology, Temple University.

WORKING PAPERS AND WORK-IN-PROGRESS

Manuscripts under Review

- "Armed with Technology – Preventing Fatal Shootings by the Police" with P.A. Pavlou, under review at *Management Science*

- "Offender or Guardian? An Empirical Analysis of Ride-Sharing and Sexual Assault" with J. Park, J. Kim, and B. Lee, under review at *Management Science*

- "Mitigating Traffic Congestion: The Role of Intelligent Transportation Systems" with Z. Cheng and P.A. Pavlou, under review at *Management Science*

- "On Information Technology and the Safety of Police Officers" with P.A. Pavlou, under review at *Information Systems Research*

Working Papers

- "Security Breaches in the U.S. Federal Government," with H. Tanriverdi

- "Do You Have a Room for Us in Your IT? - An Economic Analysis of Shared IT Services and Implications for IT Industries" with M. Chen

- "High-Touch and High-Tech Strategies for Delivering Government Services and Recovering from Service Failures" with S. Mithas and H. Lucas

- "Enhancing Alliance Networks through Information Technology" with S. Lim and M.P. Melville

Work-in-Progress

- "Cure or Poison? Impact of Account Verification on the Spread of Fake Information on Social Media" with S.A. Wang and P.A. Pavlou

SELECTED MEDIA MENTIONS

Security Breaches in the U.S. Federal Government

- San Antonio Express News, http://www.expressnews.com/news/local/article/Hurd-leading-effort-to-modernize-government-11140073.php

- Federal Computer Week, https://fcw.com/articles/2017/04/10/it-spending-security-research.aspx

- Fedscoop News, https://www.fedscoop.com/legacy-makes-federal-agencies-less-secure-study-says/

- Computerworld, http://www.computerworld.com/article/3181809/

Politics and Information Technology Investments in the U.S. Federal Government, *Information Systems Research*

- Federal Computer Week (Dec 9, 2016), https://fcw.com/articles/2016/12/09/trump-it-great-again.aspx

- Federal Computer Week (Nov 11, 2016), https://fcw.com/articles/2016/11/01/it-suffers-in-divided-gov.aspx

- Computerworld, http://www.computerworld.com/article/3103585/

Armed with Technology: The Impact on Fatal Shootings by the Police

- The New York Times, https://www.nytimes.com/2016/10/23/magazine/police-body-cameras.html

- The Wall Street Journal Law Blog, http://blogs.wsj.com/law/2016/08/12/study-links-police-bodycams-to-increase-in-shooting-deaths/

- The Crime Report, http://thecrimereport.org/2016/08/16/do-body-cameras-make-officers-more-likely-to-use-force/

- Seeker, http://www.seeker.com/what-is-being-done-to-reduce-lethal-force-by-police-in-the-us-1938808744.html

- Security Magazine, http://www.securitymagazine.com/articles/87296-smart-technology-not-body-cameras-more-likely-to-reduce-lethal-force-by-police

- The Freedom Thought Project, http://thefreethoughtproject.com/50424-2/
- Business Standard, http://www.business-standard.com/article/news-ani/here-s-how-lethal-force-by-police-can-be-reduced-in-us-116072500162_1.html

Do CIO IT Budgets Explain Bigger or Smaller Governments?, *Management Science*

- Computerworld, http://www.computerworld.com/article/2863157/
- University of Michigan News, http://ns.umich.edu/new/releases/22768-do-government-technology-investments-pay-off
- Ross School of Business, Ross Thought in Action, http://michiganross.umich.edu/rtia-articles/new-state-technology
- Efficient Gov, http://efficientgov.com/blog/2015/08/05/report-it-could-reduce-state-government-spending/
- Generocity, http://gnrcty.org/1QEQjCu

PRESENTATIONS AND TALKS

Invited Talks

- University of Pittsburgh, Katz Graduate School of Business, 2017
- University of Washington, Foster School of Business, 2016
- Baylor University, Hankamer School of Business, 2016
- University of Groningen (The Netherlands), Faculty of Economics and Business, 2016
- University of Texas-Austin, McCombs School of Business, 2015
- University of Minnesota, Carlson School of Management, 2015
- Korea Advanced Institute of Science and Technology, Graduate School of Management, 2011, 2015
- Yonsei University (Korea), Department of Public Administration, 2015
- Temple University, Fox School of Business, 2014
- Korea University, Department of Public Administration, 2013
- Yonsei University (Korea), School of Business, 2011
- George Mason University, School of Business, 2011
- Seoul National University (Korea), School of Business, 2008

Refereed Conference Presentations

- International Conference on Information Systems (ICIS) – 2008, 2010, 2013, 2016
- Workshop on Information Systems and Economics (WISE) – 2007, 2009, 2011, 2015
- INFORMS Conference on Information Systems and Technology (CIST) – 2009, 2010, 2014
- Workshop on Information Technology and Systems (WITS) – 2014
- Workshop on the Economics of Information Security (WEIS) – 2017
- Association for Public Policy Analysis & Management (APPAM) International Conference – 2016
- Public Management Research Conference – 2011, 2013, 2015
- American Society for Public Administration (ASPA) Annual Meeting – 2016

TEACHING INTERESTS AND EXPERIENCES

Teaching Interests

- Strategic IT Management, Economics of Information Systems, IT Governance, Electronic Governments
- Business Analytics, Software Analysis and Design, E-Commerce Development

Fox School of Business, Temple University

• Spring 2017	Managing Technology & Systems	MBA	50 students		4.92 / 5.0
• Fall 2016	Strategic Management of Information Technology	UG	37 students		4.69 / 5.0
	Data Science		54 students		4.52 / 5.0
• Spring 2016	MIS Doctoral Seminar	Ph.D.	8 students		4.25 / 5.0
• Fall 2015	Strategic Management of Information Technology	UG	41 students		4.51 / 5.0
	Data Science		61 students		4.24 / 5.0
• Spring 2015	Strategic Management of Information Technology	UG	48 students		4.44 / 5.0
	Data Science		41 students		4.18 / 5.0
• Fall 2014	Strategic Management of Information Technology	UG	27 students		4.59 / 5.0

School of Business, George Mason University

- Introduction to Business Information Systems (Undergraduate Core)
- Management and Control of Information Systems (Undergraduate Elective)

ACADEMIC EXPERIENCES

Reviewer

- *Management Science*, *Information Systems Research*, *MIS Quarterly*, *Journal of MIS*
- *Journal of Information Technology, European Journal of Information Systems*
- *Production and Operations Management, Information Systems Journal*
- *Information and Management, Information Systems Frontier, Decision Sciences*
- *IEEE Transactions on Engineering Management, Information Technology and Management*
- *Electronic Commerce Research, Information Systems and e-Business Management*
- *Journal of Institutional Economics, Journal of Empirical Legal Studies*
- *Asia Pacific Journal of Information Systems, MIS Quarterly Executive, IEEE IT Professionals*
- *Journal of Quantitative Criminology*
- International Conferences on Information Systems (ICIS)
- Academy of Management (AoM) Annual Meeting
- Pacific Asia Conference on Information Systems (PACIS)
- Public Management Research Conference (PMRC)
- LG CNS/KrAIS Post-ICIS Workshop

Associate Editor

- International Conference on Information Systems, E-Business Track, 2014 – 2017
- Academy of Management Annual Meeting, OCIS Division, 2013 – 2015
- European Conference on Information Systems (ECIS), Economics and Value of IT Track, 2014 – 2015

Conference Services

- Conference Co-Chair, INFORMS Conference on Information Systems and Technology (CIST), 2016
- Discussant, Workshop on Information Systems and Economics (WISE), 2016
- Panelist and Paper Development Mentor, LG CNS/KrAIS Post-ICIS Workshop, 2016
- Session Chair, E-Business Track, INFORMS Annual Meeting 2015, 2014
- Program Committee, INFORMS Conference on Information Systems and Technology (CIST), 2015
- Program Committee, LG CNS/KrAIS Post-ICIS Workshop, 2013 – 2016
- Program Committee, International Conference on Electronic Commerce (ICEC), 2015 – 2016
- Program Committee, Workshop on Information Technologies and Systems (WITS), 2014

Temple University

- Member, MIS Tenure-Track Faculty Hiring Committee, 2017
- Member, Data Science Faculty Hiring Committee, 2017
- Member, Fox School of Business Merit Committee, 2016 – current
- Member, Master's Program Committee, 2014 – current
- Member, MIS Departmental Merit Committee, 2015 – current
- Judge, Fox School Young Scholar's Interdisciplinary Research Forum, 2014, 2016

George Mason University

- Course Coordinator, MIS 301 Introduction to Business Information Systems, 2013 – 2014
- Area Representative, Research Data Services Committee, School of Management, 2012 – 2013
- Information Systems Teaching Faculty Search Committee, 2013

KrAIS (Association for Information Systems Korea Chapter)

- Communication Director and Newsletter Editor, 2013 – 2014

Ross School of Business, University of Michigan

- Student Chair, the 10th Big Ten Information Systems Research Symposium, 2010

HONORS AND AWARD

MIS Quarterly

- MIS Quarterly Outstanding Reviewer of the Year 2015

Temple University

- MIS Community Platform Excellence Award, 2017
- Fox School of Business Dean's Research Honor Roll – Top Researchers in July 2013 – June 2015

University of Michigan

- Ross School of Business, Doctoral Studies Fellowship, 2006 – 2011
- Information Systems Executive Forum (ISEF) Fellowship, 2006 – 2011
- Gilbert and Ruth Whitaker Fellowship, 2011
- Robert D. and Janet E. Neary Fellowship, 2009
- Rackham Conference Travel Grant, 2007 – 2010

Graduate School of Management, Korea Advanced Institute Science and Technology

• Received a full tuition and stipends for the two years of master program

Korea Advanced Institute Science and Technology

• Received a full tuition and stipends for the four years of undergraduate program

Doctoral Consortia

• Dec. 2010 – International Conference on Information Systems Doctoral Consortiums, St. Louis, Missouri

• Aug. 2010 – OCIS Doctoral Consortium, Annual Meeting of Academy of Management, Montreal, Quebec

• Jun. 2008 – Doctoral Internationalization Consortium in Information Systems, Michael G. Foster School of Business, University of Washington, Seattle, Washington

CERTIFICATIONS

• Certified Information Systems Auditor (CISA, Non-Practicing)

• Oracle Certified Professional (OCP) 8*i* Database Administrator

• University of Michigan Graduate Teacher Certificate