

Ryan T. Wright

CURRICULUM VITAE

McIntire School of Commerce
University of Virginia
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EDUCATION

Ph.D.	Washington State University Degree Conferred in Business Administration Major -- Management Information Systems Supporting Areas -- Marketing and Cognitive Psychology Chair -- Joseph S. Valacich	2009
M.B.A.	The University of Montana Supporting Areas -- Technology Strategy and Management	2001
B.S.	The University of Montana Business Administration, Concentration in MIS	1999

ACADEMIC EXPERIENCE

University of Virginia

Full Professor	2020 - Present
Area Coordinator	2019 - Present
Associate Director, Center for Management of IT	2018 - Present
Program Director, Certificate in Cybersecurity	2018 - Present
C. Coleman McGehee Professorship	2018 - 2021
Associate Professor with Tenure	2016 - 2020

University of Massachusetts - Amherst

Associate Professor with Tenure	2015 – 2016
Assistant Professor	2012 – 2015

University of San Francisco – Assistant Professor

2009 – 2012

University of Montana – Adjunct Instructor

2001 – 2005

PROFESSIONAL EXPERIENCE

Montana World Trade Center/Rocky Mountain Global – Digital Business Consultant	2002 – 2005
<ul style="list-style-type: none">Grants and contracts for e-business services for government agencies and rural medium/small businesses	
Kinetic Sports Interactive – Chief Technology Officer / Co-Founder	1999 – 2002
<ul style="list-style-type: none">“Best New Sports Product Nominee” - NASDAQ Product Awards for developing patented software	
Amoco Oil (DBA Rainbo Oil) – Cluster Area Manager	1993 – 1996
<ul style="list-style-type: none">Supervised district oil and gas retail operations	

Consulting Engagements

S&P Global, Salesforce.org, Department of Commerce (State of Montana), State of Washington (Expert Witness), several organizations with non-disclosure agreements.

AWARDS

Field-based Awards

- [Reviewer Hall of Fame](#), Journal of the Association for Information Systems (Jan. 2020)
- **Best Reviewer**, Journal of the Association for Information Systems (Dec. 2018)
- **Honorable Mention, Best Reviewer**, Journal of the Association for Information Systems (Dec. 2017)
- **Best Paper Award**, SIG-DIGIT, Annual Association for Information Systems – Special Interest Group on Adoption and Diffusion of Information Technology Workshop (Dec. 2013)
- **Best Paper Finalist**, Hawaii International Conference on System Sciences (Jan. 2017)
- **Best Paper Finalist**, SIG-HCI, 8th Annual Association for Information Systems – Special Interest Group on Human Computer Interaction Workshop (Dec. 2009)
- **ICIS Doctoral Consortium**, International Conference on Information Systems (Dec. 2008)

University-wide Awards

- **Excellence in Faculty Speaking**, University of Virginia, Office of Lifelong Learning (2017, 2018)
- **Exceptional Merit Award**, U. of Massachusetts (Dec. 2015)
- **The Innovation in Teaching with Technology Award**, U. of San Francisco (USF; May 2010)
- **The Faculty Excellence Fellow**, Greek Honor Society, U. of Montana (UMT; Faculty in any discipline chosen by the Greek Council: May 2003)

School-wide Awards

- **The Research Excellence Award**, Isenberg School of Management, UMass (May 2015)
- **The Outstanding Executive MBA Teacher Award**, School of Management, USF (May 2012)
- **The John Miller Mission Support and Advocacy Award**, School of Management, USF (May 2011)
- **The Outstanding Research Award**, School of Management, USF (May 2010)
- **The Outstanding Graduate Research Award**, College of Business, WSU (May 2009)
- **Outstanding Instructor Award**, School of Business, UMT (May 2005)

RESEARCH

Grants and Funding (Involved in +\$3,200,000 in funded research)

1. P.I., UVA Office of Research. Full Stack Cybersecurity: Integrating Analytics, Systems Responsiveness, and the Human. (\$60,000; 2018-2019).
2. P.I., UVA Office of the VP of IT Grant. Cyberbadge: Building Next Gen Cybersecurity Training. (\$180,000; 2017 – 2019).
3. P.I. @ UVA and UMass, NSF Program in Secure and Trustworthy Cyberspace (SaTC). Building the Human Firewall: Developing crowd sourced resistance to semantic security threats. (\$500,000; 2015-2017) Award# 1421580.
4. Senior Personnel, NSF Program. CyberCorps Scholarship for Service for the University of Massachusetts - Amherst. (\$1,569,871; 2016-2020) Award# 1565521.
5. Senior Personnel, UMass System President's Science and Technology Fund. An Institute for Cyber Security. (\$180,000; 2015-16).
6. Personnel, The National Telecommunications and Information Administration. [Partnership for Economic Revitalization through Technology \(PERT\)](#) (\$952,330; 2000 – 2005).

Refereed Journal Articles ([Google Scholar Citations](#) = 2193; H-index=19; i10 index=22)

1. Jensen, M., Durcikova, A., **Wright, R.T.** (Forthcoming) Using Susceptibility Claims to Motivate Behaviour Change in IT Security. European Journal of Information Systems. Accepted July 3, 2020.
2. Xiao, X, Sarker, S., **Wright, R.T.**, Sarker. S., Mariadoss, B. (Forthcoming) Commitment and Replacement of Existing SAAS - Delivered Applications: A Mixed-Method Investigation. MIS Quarterly. Accepted Jan. 22, 2020.
3. Sun, H., **Wright, R.T.** & Thatcher, J.B. (2019) Revisiting the Impact of System Use on Task Performance: An Exploitative-Explorative System Use Framework. Journal of the AIS, 20(4) pp. 398-433.
4. Thatcher, J.B., **Wright, R.T.**, Sun, H., Klein, R., & Zagenczyk, T. (2018) Mindfulness in Information Technology Use: Conceptual and Operational Definitions. MIS Quarterly 42 (3) pp. 831-84
5. Jensen, M., Dinger, M., **Wright, R.T.**, & Thatcher, J. B. (2017) Training to Mitigate Phishing Attacks Using Mindfulness Techniques Training to Mitigate Phishing Attacks Using Mindfulness Techniques. Journal of Management Information Systems 34 (2) pp. 597-626.
6. **Wright, R.T.**, Robert, N., & Wilson, D. (2017) The Role of Context in IT Assimilation: A Multi-Method Study of a SaaS Platform in the US Nonprofit Sector. European Journal of Information Systems 26 (5) pp. 509-539.
7. Lankton, N., McKnight, D.H., **Wright, R.T.** & Thatcher, J.B. (2016) Using Expectation Disconfirmation Theory and Polynomial Modeling to Understand Trust in Technology. Information Systems Research 27 (1) pp. 197-213.
8. **Wright, R.T.**, Jensen, M. Thatcher, J.B., Dinger, M. & Marett, K. (2014) Influence Techniques in Phishing Attacks: An Examination of Vulnerability and Resistance. Information Systems Research 25(2) pp. 385-400.
9. Carter, M., **Wright, R.T.**, Thatcher, J.B., & Klein, R. (2014) Understanding Online Customers' Ties to Merchants: The Moderating Influence of Trust on the Relationship between Switching Costs and E-Loyalty. European Journal of Information Systems 23(1) pp.185-204.
10. Topi, H., Conboy, K., Donnellan, B., Van Toorn, C., Venkataraman, R., and **Wright, R.T.** (2014) Moving Towards the Next Generation of Graduate Degree Programs in Information Systems. Communications of the AIS 34 pp. 1-21.
11. Chin, W. W., Thatcher, J.B., & **Wright, R.T.** (2012) Assessing Common Method Bias: Problems with the ULMC Technique. MIS Quarterly. 36(3) pp. 1003-1019. ** Authors contributed equality and are listed alphabetically **
12. **Wright, R.T.**, Campbell, D., Thatcher, J.B., & Roberts, N. (2012) Operationalizing Multidimensional Constructs in Structural Equation Modeling: Recommendations for IS Research. Communications of the AIS. 40 pp. 367-412.
13. Featherman, M.S., **Wright, R.T.**, Thatcher, J.B., Zimmer, C., & Pak, R. (2011) The Influence of Interactivity on E-Service Offerings: An Empirical Examination of Benefits and Risks. AIS Transactions on Human-Computer Interaction 3(1) pp. 1-25 309.
14. **Wright, R.T.** & Marett, K. (2010) The Influence of Experiential and Dispositional Factors in Phishing: An Empirical Investigation of the Deceived. Journal of Management Information Systems 27(1) pp. 279-309.
15. Topi, H., Valacich, J.S., **Wright, R.T.** Kaiser, K.M., Nunamaker, J.F., Jr., Sipior, J.C., & de Vreede, G.J., (2010) IS 2010: Curriculum Guidelines for Undergraduate Degree Programs in Information Systems Information Systems Undergraduate Model Curriculum. Communications of the AIS 26 pp. 359-428.

16. **Wright, R. T.**, Chakraborty, S., Basoglu, K. A., & Marett, K. (2010) Where Did They Go Right? Investigating Deception Cues in a Phishing Context. Group Decision and Negotiation 19(4) pp. 391-416.
17. Campbell, D. E., **Wright, R. T.**, & Clay, P.F. (2010) Deconstructing and Operationalizing Interactivity: An Online Advertising Perspective. Journal of Information Technology Theory and Application 11(4) pp. 29-53.
18. Clouse, S.F., **Wright, R. T.**, & Pike, R. (2010) Employee Information Privacy Concerns with Employer Held Data: A Comparison of Two Prevalent Privacy Models. Journal of Information Security and Privacy 6(3) pp. 47- 71.
19. Topi, H., Valacich, J.S., **Wright, R.T.**, Kaiser, K.M., Nunamaker, J.F., Jr., Sipior, J.C., & de Vreede, G.J., (2008) Revising Undergraduate IS Model Curriculum: New Outcome Expectations. Communications of the AIS 23 pp. 591-602.
20. Campbell, D. E., & **Wright, R. T.** (2008) Shut-up I Don't Care: Understanding the Role of Relevance and Interactivity on Customer Attitudes toward Repetitive Online Advertising. Journal of Electronic Commerce Research 9(1) pp. 62-76.
21. Topi, H., Valacich, J.S., Kaiser, K.M., Nunamaker, J.F., Jr., Sipior, J.C., de Vreede, G.J., & **Wright, R.T.** (2007). Revising the IS Model Curriculum: Rethinking the Approach and the Process. Communications of the AIS 20 pp. 728-740.

Case Studies and Technical Notes

1. Nelson, R.R., & **Wright, R.T.** (2020) WillowTree: Project Management with a Product Mindset.
2. Nelson, R.R., & **Wright, R.T.** (2019) CarMax: Driving the Possible. Darden School of Business – University of Virginia. <https://hbsp.harvard.edu/product/UV7842-PDF-ENG>
3. Nelson, R.R., & **Wright, R.T.** (2017) The Phoenix Project: Remediation of a Cybersecurity Crisis at the University of Virginia. Darden School of Business–University of Virginia. <https://hbsp.harvard.edu/product/UV7351-PDF-ENG>
4. Durcikova, A., Jensen, M., Miranda, S. & **Wright, R.T.** (2015) Building the Human Firewall: Organization-wide Strategies to Combat Social Engineered Attacks. Oklahoma University and University of Massachusetts – Amherst. Funded by National Science Foundation. <https://www.ou.edu/cas/casr/research/building-the-human-firewall>
5. Allen, J.P. & **Wright, R.T.** (2015) Information Systems Entrepreneurship: Building Interest in Technology through an Online Business Course for Undergraduates, MBAs, and Executives. <http://repository.usfca.edu/esib/20>

Refereed Book Chapters

1. **Wright, R.T.** & Wilson, D. (2014) Privacy, Accuracy and Accessibility of Digital Business. In Heikki Topi (ed.) Computing Handbook Set – Information Systems and Information Technology, Taylor and Francis. New York.
2. Valacich, J.S., Looney, C., **Wright, R.T.**, & Wilson, D. W. (2014) Mobile Computing. In Jay F. Nunamaker Jr., Nicholas C. Romano, & Robert O. Briggs (eds.) Advances in Management Information Systems: Topics of Collaboration Research, Vol. 19. M.E. Sharpe. Armonk, N.Y.
3. Chin, W.W., Thatcher, J.B., **Wright, R.T.**, & Steel, D. (2013) Controlling for Common Method Variance in PLS Analysis: The Measured Latent Marker Variable Approach. New Perspectives in Partial Least Squares and Related Methods, Springer. New York.

Conference Presentations and Proceedings

1. Byrd, M., Kim, D., Schwartz, A., Jenkins, Kumar, M., Williams, P, Valacich, J. and **Wright, R.T.** (2019) Understanding Unauthorized Access using Fine-Grained Human-Computer Interaction Data. Proceedings of the Special Interest Group-Human Computer Interaction Workshop, Munich, Germany, Dec. 16.
2. Benbasat, Izak., Kankanhalli, Atreyi, & **Wright, R.T.**, (2018) Panel on the Future of Adoption and Diffusion Research. Workshop for Adoption and Diffusion of Information Technology, San Francisco, CA. Dec. 12.
3. Agogo., D. and **Wright, R.T** (2018) Towards Understanding Trust in a Complex IT Ecosystem, IEEE Symposium on Privacy-Aware Computing, Washington, D.C. September 2018
4. Durcikova, A., Jensen, M.L., & **Wright, R.T.** (2017) Combating Phishing Attacks: An Organization-Wide Knowledge Management Approach in Briggs, Robert O. and Nunamaker, Jay F., Jr. (Eds.) Report of the Hawaii International Conference on System Sciences, Symposium on Credibility Assessment and Screening Technologies, Kauai, HI, Jan 6-9.
5. Durcikova, A., Jensen, M.L., & **Wright, R.T.** (2017) Combating Phishing Attacks: An Organization-Wide Knowledge Management Approach in the Proceedings of the Hawaii International Conference on System Sciences, Waikoloa, Big Island, Jan. 6-9 *** **Best Paper Nominee** ***.
6. Karumbaiah, S., **Wright, R.T.**, Durcikova, A., & Jensen, M. (2016) Phishing Training: A Preliminary Look at the Effects of Different Types of Training. Eighth Annual Workshop on Information Security and Privacy. Dublin, IE, Dec 10.
7. **Wright, R.T.**, Durcikova, A., Miranda, S., Jensen, M.L., Bernecker, S., & Kelly, K. (2016) The Building of an Organizational Framework for the Human Firewall in Briggs, Robert O. and Nunamaker, Jay F., Jr. (Eds.) Report of the Hawaii International Conference on System Sciences, Symposium on Credibility Assessment and Screening Technologies, Kauai, HI, Jan 4-6.
8. Agogo, D., Hess, T., & **Wright, R.T.** (2015) Exploring the Effects of Mood and Computer Self-Efficacy on Computing Task Performance, Americas' Conference on Information Systems, Puerto Rico, Aug 13-15.
9. Durcikova, A., Jensen, M.L., **Wright, R.T.** (2015) Building the Human Firewall: Lessons from Organizational Anti-Phishing Initiatives, in Briggs, Robert O. and Nunamaker, Jay F., Jr. (Eds.) Report of the Hawaii International Conference on System Sciences, Symposium on Credibility Assessment and Information Quality in Government and Business, Kauai, HI, Jan 6-10.
10. **Wright, R.T.**, Marett, K. & Thatcher, J.B. (2014) Extending Ecommerce Deception Theory. Proceedings of the International Conference on Information Systems, Auckland, NZ, Dec. 14-17.
11. Chin. W.W., Thatcher, J.B., **Wright, R.T.** & Steele, D. (2014) Controlling for Common Method Variance in PLS Analysis: An Empirical Test of the Measured Latent Marker Variable Approach. Proceeding of the 9th International Conference on Partial Least Squares and Related Methods, Paris, FR, May 26-28.
12. Carter, L., Thatcher, J.B., & **Wright, R. T.** (2014) Social Media and Emergency Management: Exploring State and Local Tweets. Proceedings of the Hawaii International Conference on System Sciences. Waikoloa, Big Island, Jan. 6-9.
13. **Wright, R. T.** & Wilson, D. (2013) The Mediating Role of the Organization in Assimilation of Enterprise Systems: A Non-Profit Perspective. Proceedings of the SIG on Adoption and Diffusion of Information Technology. Milan, Italy, Dec 12 *** **Best Paper Award** ***.

14. Topi, H. & **Wright, R.T.** (2013) Differentiating Information Systems and Information Technology as Fields of Study: An Evaluation of Model Curricula. Proceedings of the International Academy for Information Management / AIS SIG on Education, Milan, Italy, Dec. 10-12.
15. Jensen, M. L., Dinger, M., **Wright, R. T.**, & Thatcher, J.B. (2012) Training to Mitigate Threats from Customized Phishing Attacks, in Briggs, Robert O. and Nunamaker, Jay F., Jr. (Eds.) Report of the Hawaii International Conference on System Sciences, Symposium on Credibility Assessment and Information Quality in Government and Business, Maui, HI, Jan 6-10.
16. **Wright, R.T.**, Kuykendall, M. & Matsukawa, J.S. (2012) Re-Conceptualizing the Information Systems Foundation Course. Proceeding of the International Academy for Information Management Conference / AIS SIG on Education, Orlando, FL, Dec 14-16.
17. Chin, W.W., Thatcher, J.B., **Wright, R.T.** & Steele, D. (2012) Controlling for Common Method Variance in PLS Analyses: The Measured Latent Marker Variable Approach. Proceeding of the 7th International Conference on Partial Least Squares and Related Methods, Houston, TX, May 19- 22.
18. Topi, H., Conboy, K., Donnellan, B., Ramesh, V. & **Wright, R.T.** (2011) Providing Distinctive Value through Masters Level Programs in Information Systems. Proceeding of the International Academy for Information Management / AIS SIG on Education, Shanghai, China, Dec. 2 – 4.
19. Alter, S., & **Wright, R. T.** (2010) Validating Work System Principles for Use in Systems Analysis. Proceedings of the International Conference for Information Systems, St. Louis, MO, AIS eLibrary.
20. **Wright, R.T.** (2010) Assessing Online Consumer Motivation. Proceedings of the Southern Association for Information Systems Conference, AIS eLibrary, Atlanta, GA.
21. Thatcher, J.B., Leap T. & **Wright, R.T.** (2010) Old Wine in New Bottles: Investigating Information Technology is Enable “Old Criminals” to access “New Victims” Panel. Proceedings of the Americas’ Conference on Information Systems, Lima, Peru.
22. Topi, H., Valacich, J.S., **Wright, R.T.** Kaiser, K.M., Nunamaker, J.F., Jr., Sipior, J.C., Wagner, C. & Bjørn-Andersen, N. (2009) IS 2009 - Changing the Course for Undergraduate IS Model Curricula Panel. Proceedings of the International Conference on Information Systems, Phoenix, AZ, AIS Library.
23. Carter, M., Thatcher, J.B., Klein, R. & **Wright, R.T.** (2009) Switching Costs and Loyalty: Understanding How Trust Moderates Online Consumer’s Ties to Merchants. Proceedings of the Special Interest Group-Human Computer Interaction Workshop, Phoenix, AZ, AIS Library *** **Best Paper Nominee** ***
24. **Wright, R.T.** & Sarker, S. (2009) Evaluation of Factors Influencing Virtual Teams: An Initial Study. Proceedings of the Americans’ Conference on Information Systems, San Francisco, CA, AIS Library.
25. Marett, K. & **Wright, R.T.** (2009) The Effectiveness of Deception Tactics in Phishing. Proceedings of the Americans’ Conference on Information Systems, San Francisco, CA, AIS Library.
26. **Wright, R. T.**, (2008) Online Consumer Motivation. International Conference on Information Systems Doctoral Consortium, Paris, FR.
27. Topi, H., Valacich, J.S., & **Wright, R.T.** (2008) Undergraduate IS Curriculum Revision Process Panel. Proceedings of the Americas Conference on Information Systems, Toronto, Canada, AIS Library.

28. **Wright, R. T.** (2008) Website Tailoring: The Importance of Motivation in Tailoring Determinants. Americans' Conference on Information Systems Doctoral Consortium, Toronto, ON.
29. Campbell, D. E., & **Wright, R. T.** (2007) Measuring Interactivity: An Instrument Development and Initial Assessment of a Model of Interactivity. Proceedings of the Special Interest Group-Human Computer Interaction Workshop, Montreal, QB, AIS Library.
30. **Wright, R. T.**, Valacich, J. V., & Wells, J. D. (2007) Online Consumer Motivation Theory: A Task-Technology Fit Perspective of Website Tailoring. Journal of the Association of Information Systems Theory Development Workshop, Montreal, QB.
31. Wells, J. D., **Wright, R. T.**, and Carignan, T. (2007) The Influence of Website Quality and Expectancy-Disconfirmation on Assessments of Service Quality: A Signaling Theory Perspective. Proceedings of the Americans' Conference on Information Systems, Keystone CO, AIS Library.
32. **Wright, R. T.**, & Marett, K. (2007) Why Did I Do That? Understanding Deceptive Communication in Phishing, in Briggs, Robert O. and Nunamaker, Jay F., Jr. (Eds.) Report of the Hawaii International Conference on System Sciences, Symposium on Deception Detection, Waikoloa HI.
33. Shay, J. P., & **Wright, R. T.** (2003) Using Case Methodology via Blackboard. Proceedings of the North American Case Research Association, Tampa Bay, FL.

Editorial Introductions

1. Valacich, J.S., **Wright, R. T.**, & Dimoka, A. (2013) Informing Design Choices Utilizing Behavioral, Neurophysiological, and Design Science Methods. Proceedings of the Hawaii International Conference on System Sciences, Wailea HI.
2. Valacich, J.S., **Wright, R. T.**, & Dimoka, A. (2012) Human-Computer Interactions. Proceedings of the Hawaii International Conference on System Sciences, Wailea HI.
3. Valacich, J.S., Wells, J.D. & **Wright, R. T.** (2011) Human-Computer Interactions. Proceedings of the Hawaii International Conference on System Sciences, Kauai HI.
4. Valacich, J.S., Wells, J.D. & **Wright, R. T.** (2010) Human-Computer Interactions. Proceedings of the Hawaii International Conference on System Sciences, Kauai HI.
5. Valacich, J.S., Wells, J.D. & **Wright, R. T.** (2009) Human-Computer Interactions. Proceedings of the Hawaii International Conference on System Sciences, Waikoloa HI.
6. Valacich, J.S., Wells, J.D. & **Wright, R. T.** (2008) Human-Computer Interactions. Proceedings of the Hawaii International Conference on System Sciences, Waikoloa HI.

Invited Presentations

1. **Invited Talk**, Fox School of Business, Temple University, Virtual, Sept. 2020
2. Panelist, Mid-Career Consortium, AMCIS, Aug. 2020
3. Panelist, Job Market Panel - Doctoral Consortium, AMCIS, Aug. 2020
4. **Invited Talk**, Center for Software & IT Management, IIM Bangalore, Virtual, July 2020
5. Panelist, AIS Webinar on the Job Market in the COVID crisis, July 2020
6. **Invited Talk**, Carey School of Business, Arizona State University, Tempe, AZ, Feb. 2020
7. **Invited Talk**, Ivey School of Business, University of Western Ontario, London, ON, Jan 2020
8. Speaker / Panelist, Personifest, Austin, TX, April 2018
9. **Speaker**, UVA ITS Lunch and Learn, January 2018
10. Speaker, Knowledge Continuum, McIntire School of Commerce, 2017, 2018, 2019

11. [Speaker](#), UVA Lifetime Learning Football Weekend Seminar, November 2017
12. [Guest Talk about Cybersecurity](#), Apropos of Something, 94.7 WPVC Charlottesville, October 2017
13. **Invited Talk**, Carson School of Business, Washington State University, October 2017
14. **Keynote Speaker**, 2017 ISPRO Conference, Charlottesville, VA, October 2017
15. [Speaker](#), Alumni Weekend Seminar: Paranoia and Trust in the Cyberworld, University of Virginia, June 2017
16. [Speaker](#), COMMtalks, Spring Symposium, McIntire School of Commerce, April 2017.
17. Presenter, The Human Firewall, Virginia Research Symposium, April 2017
18. **Keynote Speaker**, Midwestern Association for Information Systems Conference, May 2016
19. Speaker, The State of Information Security, UMass Faculty Senate, January 2016
20. Speaker, Cybersecurity and Privacy, Isenberg MBA Seminar Series, October 2015
21. Speaker, Positioning Yourself to be a Data Scientist, Institute for Social Science Research Workshop - UMass, June 2015
22. Speaker, Online Deception, UMass INFORMS Chapter, University of Massachusetts, April 2014.
23. Speaker, Using Technology Mindfully, TEDx UMass, Nov. 2013.
24. **Invited Talk**, Sauder School of Business, University of British Columbia, Nov. 2013.
25. Speaker, Social Enterprise Success in the Cloud, Salesforce.com Webinar Series, April 2012.
26. **Keynote Speaker**, Salesforce.org Foundation Employee Retreat, Dec. 2011.
27. **Invited Talk**, Eller College of Business, University of Arizona, Sept 2011.
28. Panelist, Managing your Ph.D. Student Career. Americas Conference for Information Systems, August 2011.
29. **Invited Talk**, College of Business and Behavior Science, Clemson University, March 2011.
30. **Invited Talk**, College of Business, Washington State University, Oct. 2010.
31. **Invited Talk**, School of Business Administration, University of Montana, Sept. 2010.
32. Invited Talk, Phishing Tactics. Wiley Research Exposition, Pullman, WA. April 2007.

Media Mentions and Appearances

1. Harvard Business Review Interview, "[Boost Your Resistance to Phishing Attacks](#)" (Sept-Oct 2020 Issue)
2. Experience McIntire, "[Amanda Richardson \(McIntire '01\), CEO of CoderPad, Tasks Students with Crafting Creative Solutions](#)" (June 2020)
3. Tech Times, "[Once the Internet is Down Forever](#)" (Dec 2019)
4. Gizmodo / UVA Today, "[What would it take to break the Internet](#)" (Oct. 2019)
5. UVA Today, "[How mindfulness can help prevent hacks, and four more cybersecurity tips](#)" (Sept. 2018)
6. 94.7 WPVC, Charlottesville: "[Cybersecurity –Nature vs. Nurture](#)" (Oct. 2017)
7. UVA Today, "[McIntire Faculty Tackle Today's Big Questions in 10-Minute TED-Style Talks](#)" (May 2017)
8. UVA Today, "[How to \[Spring\] Break into the Tech Industry](#)" (March 2017)
9. Washington Post, "[How to Protect Your Data While Traveling](#)" (June 2016)
10. UMass Cyber Security Project, "[Phishing](#)" (April 2016)
11. UMass Campus News, "[Building the Human Firewall](#)" (Oct 2015)
12. Isenberg School of Management, "[IT Security and Consumer Privacy: Cutting-Edge Perspectives](#)" (Oct 2015)
13. TEDx UMass, "[Mindfulness Use of Technology](#)" (Oct 2013)
14. Salesforce Foundation, "[Investing in the Mission](#)" (June 2012)
15. Contra Costa Time / Oakland Tribune, "[Video Resumes can launch a job, college career](#)" (April 2010)
16. Association for Computing Machinery In Roads, "[IS 2010 is Ready and Available for Your Use!](#)", (March 2010)
17. AIS, "[Volunteer Spotlight: AIS/ ACM IS Undergraduate Model Curriculum](#)" (Oct 2009)
18. Dividend, Washington State U. College of Business, "[Outstanding Research Award](#)", (May 2009)
19. Washington State Today, "[MIS courses bring the real-world to the virtual world](#)" (Jan 2008)
20. Washington State Today, "[Skeptical nature may be the best phishing defense.](#)" (Nov 2007)
21. Seattle Post-Intelligencer, "Who falls for phishing scams?" (Nov. 2007)
22. Spokane Spokesman-Review, "Skepticism is better than Web smarts in preventing phishing attacks" (Nov. 2007)
23. Channel 8 News – Pullman, WA, "Protecting yourself from phishing scams." (April 26, 2007)

TEACHING

University of Virginia (Aug. 2016 – Present)

Average instructor rating: 4.7 / 5 = 94%

M.S. in Management of IT (MIT) – Networking and Cybersecurity (Ave. Instructor Rating 4.8/5)

M.S. in MIT – Product Management (Ave. Instructor Rating 4.7)

M.S. in Business Analytics – Customer Analytics (Ave. Instructor Rating 4.8)

M.S. in Accounting – Intro to Cybersecurity (Ave. Instructor Rating 4.8)

Undergraduate (UG) – Product and Project Management (Ave. Instructor Rating 4.6)

UG – Intro to Cybersecurity (Ave. Instructor Rating 4.7)

UG – Digital Safari (Ave. Instructor Rating 4.5)

UG – Web Analytics (Instructor Rating 4.7)

University of Massachusetts Amherst (Aug. 2012 – Dec. 2016)

Average rating: 4.8 / 5 = 96%

- Nominated by the students for the University Distinguished Teaching Award (Oct. 2013)
- Nominated by the students for Isenberg Teaching Excellence Award (Feb. 2015)
- TEDx faculty speaker from UMass (Nov. 2013)

Ph.D. – MIS Reading Seminar I (Co-Taught; 1 Section)

MBA – Rethinking Ecommerce – Hybrid and Online (2 Section – Ave. Instructor Rating 4.8/5)

MBA – Strategic Information Systems – Live and Online (2 Section – Ave. Instructor Rating 4.6/5)

UG – Intro to Business Info Systems – Large Sections (11 Sections – Ave. Instructor Rating 4.8/5)

UG – Project Management Hybrid and Online (2 Sections – Instructor Rating 4.6/5)

UG – Freshmen Seminar on Online Business Models (2 Section – Instructor Rating 4.8/5)

University of San Francisco – Assistant Professor (Aug. 2009 – May 2012)

Average rating per section: 4.7 / 5 = 94%

- The Outstanding Executive MBA Teacher Award (May 2012)
- The John Miller Mission Support and Advocacy Award (May 2011)
- The Innovation in Teaching with Technology Award (May 2010)

Executive MBA – Technology and Innovation (3 Sections – Ave. Instructor Rating 4.8/5)

MBA – Internet Business Applications (1 Section – Instructor Rating 4.7)

Honors UG - Systems in Organizations (3 Sections – Ave. Instructor Rating 4.8/5)

UG - Systems in Organizations (5 Sections – Ave. Instructor Rating 4.7/5)

UG - Internet Business Application (2 Sections – Ave. Instructor Rating 4.7/5)

Washington State University – Ph.D. Student (Aug. 2005 – Sept. 2008)

Average Rating per section: 3.6 / 4 = 90%

UG - Web Technologies and Innovation (1 Section – Instructor Rating 3.8/4)

UG - Introduction to MIS (1 Section – Instructor Rating 3.7/4)

UG - Web Technologies and Innovation – Online (1 Section – Instructor Rating 3.3/4)

UG - Intro to Business Programming – Online (1 Section – Instructor Rating 3.7/4)

The University of Montana – Adjunct Instructor (Aug. 2001 – May. 2005)

Average Rating per section: 4.4 / 5 = 88%

- Outstanding Instructor Award, MIS Department (May 2005)
- The Faculty Excellence Award, Greek Honor Society (May 2003)

UG - Quantitative Business Applications (13 Sections - Average Instructor Rating 4.3/5)

UG - Fundamentals of Networking (4 Sections - Average Instructor Rating 4.7/5)

UG - Intro to Systems & Operations (4 Sections - Average Instructor Rating 4.4/5)

UG - Telecommunications (2 Sections - Average Instructor Rating 4.2/5)

Trainings Attended

SAP ERPSim – Level 1 (2014)

Introduction to SAP using GBI (2013)

Introduction to XML and MSFT .NET Platform (2004)

Developing MSFT ASP.NET Web Applications (2004)

Programming with MSFT Visual Basic .NET (2004)

Programming with MSFT ADO.NET (2004)

Implementing, Managing and Maintaining a MSFT Windows Server: Network Services (2003)

Implementing, Managing and Maintaining a MSFT Windows Server: Network Hosts (2003)

Implementing MSFT Windows Professional and Server (2000)

Certifications

SAP ERPSim Instructor (2014)

Microsoft Certified Professional (2002)

SERVICE

Major External Service Roles

- **Co-Conference Chair**, 2021 International Conference on Information Systems (ICIS) in Austin, TX
- **Co-Conference Chair**, 2020 IEEE International Conference on Intelligence and Security Informatics (ISI) in Washington, DC
- **Associate Editor**, MIS Quarterly (2018 – Present)
- **Chair**, Association for Information Systems (AIS) Membership Conduct Committee (2019 – Present)
- **Vice President for Membership and Chapters**, [AIS](#) (Elected Term 2015 – 2019)
- **Chair**, AIS Special Interest Group on Adoption and Diffusion of IT (2018)

Other Editorial Service

- Editorial Board, Journal of the Association for Information Systems (2015 – 2019)
- Track Chair, Adoption and Diffusion of IT Track, Americas Conference for Information Systems (2017, 2020)
- Mentor, MISQ Reviewer Workshop (2018, 2019)
- Mentor, Doctoral Student Corner ICIS (2016-Present)
- Mini Track Chair, IS Education, Americas Conference for Information Systems (2018)
- Mentor, MISQ Author Workshop (2017)
- Associate Editor, European Journal of Information Systems (2011 - 2017)
- Associate Editor, Information and Management (2014 – 2016)
- Associate Editor, Social Media and Collaboration Track at the International Conference for Information Systems (2015)
- Associate Editor, Adoption and Diffusion of Innovation Track at the International Conference for Information Systems (2012 - 2014)
- Co-Chair, Human Computer Interaction Mini-Track at the Hawaii International Conference on System Sciences (2009 - 2013)

Other Service to the Discipline (Association for Information Systems; AIS)

- External Reviewer, Candidate for Promotion and Tenure, R1 School (2019)
- Chair, Association for Information Systems (AIS) Committee for Early Career Award (2019 - Present)
- Co-Chair, ICIS Ancillary Meeting and Events (2017)
- Workshop Chair, [AIS SIGADIT Workshop](#), Dublin, Ireland (2016)
- Co-Chair, Taskforce on AIS Placement (2016)
- External Reviewer, Candidate for Promotion and Tenure (2016)
- Program Chair, [AIS SIGADIT Workshop](#), Fort Worth, Texas (2015)
- Member, Renovation of AIS Placement Committee (2016)
- Member, [AIS Membership Committee](#) (2009 - 2015)
- Member, [Social Media Taskforce](#), AIS Publication and Content Management Initiative (2012 – 2013)
- Member, [AIS / Association for Computing Machinery \(ACM\) Joint Information Systems Undergraduate Model Curriculum Task Force](#) (2007 - 2010)
- Co-Chair Placement, Americas' Conference for Information Systems Conference (2012)
- Mini-Track Chair, Human Computer Interactions HICSS (2008-2013)

Student Mentoring

Doctoral Students

- Daniel Pieta, Clemson University (Graduated May 2019 now at Baylor)
 - Dissertation Committee Member
- David Agogo, University of Massachusetts (Graduated May 2017 now at Florida International University)
 - Dissertation Committee Member
- Xiao Xiao, Washington State University (Graduated July 2013 now at Copenhagen Business School)
 - Dissertation Committee Member

Undergraduate/MBA Students

- Michael Crawford, University of Massachusetts (2015)
 - Independent study on Design Thinking
- Patrick McDonald, University of Massachusetts (2014)
 - Independent study on Tech Entrepreneurship
- Kyle White, University of Massachusetts (2013)
 - Honors thesis project on Project Management
- Michael Kuykendall, University of San Francisco (2012)
 - Independent study on Salesforce.com

Service to the University

University of Virginia

- Committee Member, Dean Search McIntire School of Commerce (2019-2020)
- Committee Member, Cybersecurity Cluster Faculty IT Area Searches (2018, 2019, 2020)
- Speaker, Pre-Football Game Lifetime Learning Panelist on Cybersecurity, November 2018
- Speaker, Alumni Weekend Seminar: Cybersecurity, June 2018
- Project Lead/Primary Investigator, CyberBadge Education Program (2017 - 2020)

University of Massachusetts

- Member, Organizing Committee for New England Cybersecurity Day (<http://nesd.cs.umass.edu/>) (2015)
- Member, Cyber Security Research Institute Committee (2014 - 2016)

University of San Francisco

- Member, Distinguished University Research Award Committee (2011)
- Member, The Innovation in Teaching with Technology Award Committee (2011 & 2012)

Service to the School & Department

University of Virginia

- Board Member / Advisor, Enactus Student Group (2017 – 2020)
- Member, MS MIT Admissions Committee (2017-2019)
- Chair, Tenure-Track Search Committee (2019)
- Member, Tenure-Track Search Committee (2017, 2018)
- Program Director and Founder, McIntire Cybersecurity Certificate (2017 – present)
- Associate Director, Center for Management of IT (2018 – present)
- Chair, Tenure and Promotion Case (2018)
- Committee Member, MSMIT Admissions (2017 – 2019)
- Committee Member, Reappointment Case (2017)

University of Massachusetts

- Member, Tenure Track Search Committee (2016)
- Core Faculty, MBA Program, Isenberg School of Management (2015 – 2016)
- Faculty Advisor, MBA Practicum Team Springfield Cybersecurity Market Analysis (2015)
- Chair, Full-Time Lecturer Search Committee, Operations and Information Management Department (2015)
- Member, Graduate Strategy Committee for the Operations and Information Management Department (2015)
- Lead Developer / Lead Instructor, Open Access MBA Course Initiative (2013 – 2014)
- Advisor, Operations and Information Management Club (2013 – 2015)
- Faculty Lead, Annual Bose Case Competition (2014 – 2015)
- Member, Isenberg's Institutional Review Board (2012 – 2015)
- Coordinator, CIO Professor for a Day Program with Society for Information Management (2013 – 2016)
- Member, Online Course Committee (MOOC; 2012 - 2013)

University of San Francisco

- Faculty Member, Delta Sigma Pi (2011 - 2012)
- Advisor, MBA Entrepreneurship Club (2011 - 2012)

- Director, Business Honors Program (2010 - 2011)
- Member, Faculty Research Award Committee (2010)
- Member, Accounting Faculty Search Committee (2010)
- Chair, Task Force on Technology with Teaching (2009 – 2010)
- Member, MBA Curriculum Review Taskforce (2010)

Service to the Community

- Invited Contributor, [MIT-U.S. Census Bureau Big Data Workshop on Location Confidentiality](#) (2015)
- Director/Founder, [The Salesforce.com Pro Bono Student/Mentor Consulting Program](#) (2010 – 2012)
- Board of Advisors – *Dynamic Deeds* (2011– 2012)
- Board of Advisors - *Ion Solutions* (2002–2005)
- Faculty Advisor, *Sigma Phi Epsilon* - University of Montana Chapter (2001 – 2005)
- Assistant Coach – *University of Massachusetts – Amherst Women's Hockey Team* (2015 – 2016)
- Head Coach – *Washington State University Men's Hockey Team* (2008 – 2009)
- Assistant Coach – *Washington State University Men's Hockey Team* (2007 – 2008)
- Assistant Coach – *Missoula High School Hockey Team* (2002 – 2005)
- Head Coach – *University of Montana Women's Hockey Team* (2001 – 2003)

Peer Review

Journals:

Management Information Systems Quarterly, Information Systems Research, Journal of Management Information Systems, Journal of the Association for Information Systems, European Journal of Information Systems, Organizational Behavior and Human Decision Processes, Information Systems Journal, Journal of Strategic Information Systems, Decision Science Journal, The DATA BASE for Advances in Information Systems, Communications of the Association for Information Systems, International Journal of Electronic Commerce, AIS Transactions of Human Computer Interaction, AIS Transactions of Replication Research, IT and People, ACM Transactions of Management Information Systems, Journal of Information Technology Theory and Application, Journal of Organizational Computing and Electronic Commerce

Conferences and Workshops:

International Conference in Information Systems, Hawaii International Conference on System Sciences, European Conference on Information Systems, Americas' Conference on Information Systems, Special Interest Group – Adoption and Diffusion of IT (SIG-DIGIT) Workshop, Special Interest Group – Human Computer Interaction (SIG-HCI) Workshop, Academy of Management Meeting, Southern Association for Information Systems Conference, Wirtschaftsinformatik Conference, IEEE Transactions on Information Forensics & Security, IEEE International Conference on Intelligence and Security Informatics (ISI).

Grants:

- Panelist for SATC Program - National Science Foundation
- Canada Foundation for Innovation