

# Steven B. Creason

*Assistant Professor in the Management Information Systems*

*Metropolitan State University*

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## **Work Address**

College of Management  
Metropolitan State University  
1501 Hennepin Avenue  
Minneapolis, MN 55403-1897

**E-mail:** [steve.creason@metrostate.edu](mailto:steve.creason@metrostate.edu)

**Website:** <http://faculty.metrostate.edu/creasost/>

## **(i) Professional Preparation**

Juris Doctorate, Hamline University School of Law, St. Paul, MN, **1989**

MBA, Management Information Systems, Metropolitan State University, St. Paul MN **2001**

Bachelor of Science in Business Administration, University of Nevada, Las Vegas **1985**

## **(ii) Appointments**

2002 to Present: Assistant Professor, Management Information systems, Metropolitan State University, Minneapolis, MN

1996 –2002: Technical Manager, Accenture (fka Andersen Consulting), Minneapolis, MN

1993 –1996: Director of Information Technology, UsaNet, Inc., Algonac, MI

## **(iii) Publications and Conference Proceedings**

Creason, S. B. (2008). Assessing MIS Education: Changing at the Speed of Business.

*Conference 2008*. Nashville: Cengage.

Creason, S. B. (2006). Business Continuity in Practice. (p. Invited). St. Paul: Minnesota High Tech Association.

Creason, S. B. (2005). How to Build a Mobile Architecture. (p. Referred). Mankato: Minnesota State University, Mankato.

Creason, S. B. (2007). Legal Issues in Data Privacy. *SAFE Workshop Proceedings*. Minneapolis: Minneapolis Community and Technical Collge.

Creason, S. B. (2004). Mcommerce Opportunities. *Course Technology Annual Conference* (p. Referred). San Antonio: Course Technology.

Creason, S. B. (2002). The Next Generation of Networks. *First Annual Telecommunications Conference* (p. Referred Conference). Murray: Center for Telecommunications Systems Management.

Creason, S. (2003). Mobile Technology Trends. *Second Annual Telecommunications Conference* (p. Invited Speaker). Louisville: Center for Telecommunications Systems Management.

#### **(iv) Synergistic Activities**

Budget responsibility for Operations of LaunchNow project including systems and network design and implementation, security, capacity planning and job scheduling, leading an international team operating in Manila, Minneapolis and Cincinnati.

Responsible for day to day operations of LaunchNow project including systems and network design and implementation, security, capacity planning job scheduling, and outsourced services in a multi-site international environment with locations in Manila, Minneapolis and Cincinnati.

Managed software migration, configuration management, for AT&T Local Service Activation Management project leading a team of 8 to 10 people in a multi-site, multi-release software environment; Developed and maintained the operations architecture and provided a general assessment of operational readiness in a UNIX, NT and Oracle environment in Minneapolis.

Lead the USPS TACS performance team to perform benchmarking for a distributed reporting application using UNIX and Oracle in the USPS WAN environment.

Lead the evaluative effort of the Network Integration Services Team (NIST) to find performance, fault and event management best in class products during the development of a suite of tools used to manage enterprise size data and voice networks.

Technical coordinator on the Wisconsin Electric project working on the Customer Service Support system in charge of moving the development and production effort from Minneapolis to Milwaukee. Responsible for implementing the Logical Network Management structure including performance monitoring, fault management and reporting of Unix, NT and Sybase using SMNP in a TCP/IP environment.

Lead the effort on the NSP project of performing a systems review of the environment and consolidating servers, rolling out DHCP, upgrading SQL servers from 4.x to 6.0, upgrading servers from NT 3.51 to 4.0, upgrading SMS from 1.0 to 1.2 and upgrading workstations from NT 3.51 to 4.0.

Assigned to the Intel team, a competency group that focused on Intel technologies and software. Some of his job responsibilities included rolling out Microsoft Exchange to a 700 user organization, support and implementation of Notes 3.x and 4.x, support and rollout of Windows 95, support of NT 3.51 and 4.0 workstations and servers, support of Novell 3.12 and migration from Novell to NT, support OS/2 server as an operating environment for Notes 3.x, tested NT 4.0 beta and release including Microsoft Information server, created web pages using HTML, ActiveX and FrontPage.

Assigned to the Minneapolis solution center, the internal operational support apparatus for the Minneapolis Solution Office. Served as part of a team responsible for supporting over 700 users on a variety of platforms including UNIX, Windows (3.1 and 95) and Windows NT workstations. The team also supported Microsoft Office Professional, Netscape and Internet Explorer, Novell and NT user accounts and directory access and a variety of proprietary and custom software applications.

Designed and managed an Internet Service Provider in Southeastern Michigan. Responsible for short and long range planning, as well as oversight responsibility for implementing dial-up access, customer support, web design, e-mail, newsgroups, chat, training, sales and advertising.

**(v) Collaborations & Other Affiliations**

|                             |                                |
|-----------------------------|--------------------------------|
| Committee Co-Chair          | Computer Forensics Conference  |
| Committee Co-Chair          | SoBis Conference               |
| Speaker Selection Committee | Secure360 Conference           |
| Board Member                | Children's Heritage Foundation |
| Member                      | Minnesota Defense Alliance     |
|                             | Infragaard                     |
|                             | Minnesota and Federal Bar      |

# NARASIMHA PARAVASTU

ASSISTANT PROFESSOR  
COLLEGE OF MANGEMENT  
METROPOLITAN STATE UNIVERSITY  
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## Education

Ph.D in MIS, Drexel University, Philadelphia, PA (**AACSB Accredited**).  
Bachelor of Commerce (B.Com.) Andhra University, Waltair, India.  
Certified Associate of the Indian Institute of Bankers (CAIIB), from the Indian Institute of Bankers, Bombay.

## Work Experience

**August 2007 – Current:** Assistant Professor, College of Management, Metropolitan State University, Minneapolis, MN.  
**2006 –2007:** Assistant Professor of Information systems, Central State University, Wilberforce, OH.  
**2001-2005:** Doctoral Student and Adjunct instructor, LeBow College of Business, Drexel University, Philadelphia, PA.  
**1988-2000:** Assistant Manager, State Bank of India, India: Served in various capacities as Assistant Manager (General Banking), System Administrator and Assistant Manager (Foreign exchange).

## Teaching

- Applications Development I (Visual Basic .Net), Systems Analysis and Design, Database and Client/Server Systems – *Metropolitan State University*.
- Networking technologies for Business, Database Design and Implementation Management Information Systems – *Drexel University*.
- Computer Applications for Business, Graphical Presentations and Web Development – *Central State University*.

## Refereed Publications

Anandarajan, M., N. Paravastu and C.A. Simmers, "Perceptions of Personal Web Usage in the Workplace: AQ-Methodology Approach," *CyberPsychology & Behavior*, 2006, 9: 3, pp. 325-335.

Paravastu, N., and Gefen, D. "Trust as an Enabler of E-Commerce," In *Encyclopedia of E-Commerce, E-Government and Mobile Commerce*, M. Khosrow-Pour (ed.) Idea Group Publishing, Hershey, PA, 2006, pp. 1089-1093.

Gefen, D., N. Geri and N. Paravastu, "Are Cross-Gender conversations in Threaded Discussions reminiscent of Communicating across Cultural Boundaries?," *International Journal of Information and Communication Technology Education*, (2007), 3: 2 pp. 63-73.

Gefen, D., N. Geri and N. Paravastu, "Vive la Différence: The Cross-Culture Differences within Us," *International Journal of e-Collaboration*, (2007), 3(3): pp.1-15.

## Conference Proceedings

- Gefen D, N. Geri, and N. Paravastu, "The Gender Communication Gap in Online Courses" SIGCCRIS 2006 Conference Milwaukee, WI.
- Paravastu, N., and Gefen, D. "Importance of Relational Factors in the Success of IT Outsourcing Projects," *Drexel University Research Day 2006*, Drexel University, Philadelphia, PA, 2006.
- Paravastu, N., Gefen, D., and Dutta, S. "Technology Trust and Its Effect on File Sharing through the Internet," *Proceedings of the 34<sup>th</sup> Annual Meeting of Northeast Decision Sciences Institute*, Philadelphia, PA, 2005.
- Dutta, S., and Paravastu, N. "Formation of Information Cascade: The Role of Information Characteristics," *Proceedings of the 34<sup>th</sup> Annual Meeting of Northeast Decision Sciences Institute*, Philadelphia, PA, 2005.
- Paravastu, N., Anandarajan, M., and Simmers, C. "Personal Web Usage at the Workplace: Can It Improve Job Satisfaction?," *Proceedings of the 35<sup>th</sup> Annual Meeting of the Decision Sciences Institute*, Boston, Massachusetts, 2004, pp. 4182 - 4186.
- Paravastu, N., Dutta, S., and Paravastu, S. "Communication Flow in Organizations: Its Determinants and Relation to Firm Performance," *Proceedings of the 33<sup>rd</sup> Annual Meeting of Northeast Decision Sciences Institute*, Atlantic City, NJ, 2004.
- Arinze, B., Anandarajan, M., Paravastu, N., and Dutta, S. "Fostering E-Government Success: A Qualitative Approach," *Proceedings of the 32<sup>nd</sup> Annual Meeting of Northeast Decision Sciences Institute*, Providence, RI, 2003.

## Honors and awards

- **Best article published in 2007 - *International Journal of e-Collaboration***: Gefen D, N. Geri, and N. Paravastu "Vive la Différence: The Cross-Culture Differences within Us", (2007).
- **Deans Award for Graduate Research** – Drexel Research Day 2006, Drexel University, PA.
- **TA Excellence Award 2004**, Drexel University, PA.

## Professional Memberships / Activities

Member, Decision Sciences Institute

Member, Association for Information Systems

Ad hoc Reviewer, *North East Decision Sciences Institute*, 2008, 2005, 2004, 2003

Ad hoc Reviewer, *Special Interest Group on Cross-Cultural Research in Information Systems (SIGCCRIS)*, 2007.

Ad hoc Reviewer, *International Conference on Information Systems (ICIS)*, 2005

Ad hoc Reviewer, *Decision Sciences Institute*, 2004, 2003

**David Bouchard, Ph.D.**  
**Professor and**  
**Coordinator of Graduate Management Information Systems (MIS)**  
**Metropolitan State University, College of Management**

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**Contact**

Metropolitan State University  
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**Career Highlights**

**Positions Held:**

- Professor and Coordinator of Graduate Management Information Systems (MIS) - Metropolitan State University - 1986 to Present
- President, Age of Information, Inc. – 1981 to Present
- Director of Support Services, University of Minnesota (administrative and academic position) - 1981-1984
- Management of Regional Expense Systems, Prudential Insurance Company - 1976-1981
- Research Analyst, Planning Consultant to Vice Presidents, Prudential Insurance Company - 1974-1976

**Selected Accomplishments:**

- Metropolitan State University Faculty President, State Board Member, State IFO Executive Committee Member – 2006 to Present
- Program Design, curriculum development, proposed DBA (Doctorate Of Business Administration), Online MBA (Master of Business Administration) – 2006 to Present
- Graduate course curriculum development of forty-four (44) graduate classes (including full design, consultations, university approvals, updating) – 1996 to Present
- Program Design, curriculum development, full management of approval process: Metropolitan State University's MMIS (Master of Management Information Systems) program – 1999-2000
- Program Design, curriculum development, full management of approval process: Metropolitan State University's two Graduate MIS Certificates (Management and Systems Development) – 2001 (original versions, 1995)
- Program Design, curriculum development, full management of approval process: Metropolitan State University's MBA (Master of Business Administration) program – 1994
- Program Design, curriculum development, full management of approval process: Metropolitan State University's first B.S. (bachelor of science) program, the undergraduate MIS program – 1995

- Program Design, curriculum development, BS in Visualization Program, Minneapolis College of Art and design (MCAD) – 1994 (program won national design award, 2001)
- Consultant in information systems, including areas of system design, user interface design, information design – 1981 to Present
- Has designed or participated in the design of over 300 information systems for five Fortune 500 companies, companies of all sizes, non-profit and governmental organizations – 1979 to Present
- Won Governor's Award and National recognition for development of first PC/server-based Pet Lost and Found system which later became basis for the national standard in such systems – 1980-1989
- Named as Head of Development for systems, 1998 World Figure Skating Championships, designed and developed first completely online system for management of the Championships – 1998
- Developed completely new design for online courses, including extensive use of rich media and video (named a "best in class" model in MnSCU and nominated for a Minnesota TEKNE award), which now represents the standard used in all graduate MIS courses at Metropolitan State University – 2005 to Present
- Participated on many University and system committees as chair or member, including Multicultural Education, IT Advisory Committee, Graduate Committee, many others.

#### **Selected Service Activities**

- Metropolitan State University Faculty President, State Board Member, State IFO Executive Committee Member – 2006 to Present
- Chair, MnSCU State IMS (Instructional Management Systems) Academic Computing Council – 2007 to Present
- Faculty Cross-Functional IT Investment Committee Representative, MnSCU Enterprise IT Investment Committee process – 2007 to Present
- Chair, State Budget Committee (Faculty) – 2003-2006
- Co-Chair, State Government Relations Committee (IFO) – 2000-2003
- Faculty Vice President, Metropolitan State University – 2002- 2006
- Dozens of pro bono consulting projects, speaking and training projects for non-profit and public agencies – 1981 to Present

#### **Presentations and Proceedings**

- Over 300 presentations and proceedings to national, regional and local audiences on Information Systems topics – 1981 to Present
- In Last year:
  - MHEFA Regional Conference (New Technologies and the Electronic Delivery of Knowledge) – April, 2008
  - MCFOA Regional Conference (Two Presentations: IT Futures; Use of Video, Rich Media and Web 2.0 for Effective Organizational Communications) – March, 2008

- State Government Computing Conference (GTS) (Two Presentations: Visual Process Management, 2.5 hour workshop: IT Future Technologies and Their Applications in State Government) – December, 2007
- Minnesota Government Managers Conference (IT Future Technologies and Their Use In redefining Government processes) – October, 2007
- Minnesota Department of Transportation (Use Of IT Principles for Redefining Processes and Enabling Decision Support) – August, 2007
- Four others...

## **Educational and Professional Preparation**

### **Education:**

- Ph.D., Management Information Systems, Walden University, 1991  
(includes related work at University of Minnesota and Wisconsin)
- MBA, University of Minnesota, Marketing and MIS, 1981
- B.A, summa cum laude, Economic Anthropology, 1974
- FLMI, Life (Insurance) Office Management Association (LOMA), Management Science and Operations Management (including Actuarial Science) - 1979
- Various Certificates and Certifications in IT, MIS, Process Analysis, Project Management, Complex Problem Formulation and Analysis, User Interface Design, Risk Analysis and Management, Ethical Issues in IT, more – 1981 to Present

### **Educational Philosophy:**

Effective education in IT, MIS and related business principles requires a strong mix of theory and practice, along with the use of those technologies to help students understand and gain lifelong skills in the use of information systems, enabling business processes and empowering organizations to achieve their goals. A mastery and competency-based approach is optimal. In this approach, students are allowed to explore and apply both theoretical and practical concepts, with the opportunity to gain feedback and re-try opportunities until they gain full mastery of both facts and the meaning of the material. This approach gives them the greatest opportunity to be successful. An involved professor, using both online and classroom technologies, informed by strong pedagogy, logical design and processes that fully involve students in the learning process can create vital and successful learning environments, where learning is exciting and enjoyable, as well as valuable, and becomes a part of the students' lives. Recognizing and building on the diversity (of all types) in our students enriches and enhances the learning environment even further.

ARTHUR A. CHRISTOFFERSON  
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Home Phone (952) 476-6266  
Business Phone (952) 931-5669

OBJECTIVE Secure position as Accounting Instructor

EDUCATION Bachelor of Arts, Accounting, June 1980  
Additional Course Work in Management Information Systems  
Masters in Business Administration, Finance and Marketing  
June 1998

EXPERIENCE Defense Contract Audit Agency, Alliant Techsystems, Inc.  
Suboffice, Minneapolis Branch Office, Minneapolis, MN  
Auditor/Certified Public Accountant, Minnesota

April 1984 to Present Performs various types of complex audits and financial services including pre-award accounting systems surveys, post-award reviews, contract negotiation services, and EDP systems reviews. Duties require knowledge of Generally Accepted Accounting Principles, Generally Accepted Government Auditing Standards and the Federal Acquisition Regulations. Serves as a member of a multi-functional team charged with expedited close out of cost type contracts. Reviews contract cost proposals and cost estimates making use of quantitative methods, econometric data and technical evaluations as necessary to determine reasonableness. Audits are to determine compliance with both Cost Accounting Standards and the Truth in Negotiations Act. Prepares written audit reports and makes formal oral presentations to senior management communicating results and recommendations of audits. During fieldwork phase, works with contractor representatives to resolve audit issues on real time basis.

Metropolitan State University, Minneapolis, MN  
Accounting Instructor

September 1981 to June 1995 Developed and taught courses in Financial, Cost, Strategic Management, and Accounting Information Systems.

SPECIAL SKILLS Microcomputer applications: Word Processing, SpreadSheets, Presentation Graphics, Tax preparation, e-mail, Internet Search Engines and microcomputer repair skills

ARTHUR A. CHRISTOFFERSON  
3425 THE MALL, MINNETONKA, MN 55345

REFERENCES furnished upon request

KNOWLEDGE, SKILLS AND ABILITIES .

1. My current duties require participation in contract negotiations prior to award. Further, I have performed contract close out duties and participated as a member of a contractor government team established to expedite the completion of government required contract close out documents.
2. Reviewed cost proposals for fixed and flexibly priced contracts for services, production, and research and development type effort. Performed reviews of annual incurred cost submissions to establish indirect billing rates.
3. Acted as government representative performing pre-award accounting system surveys, manual and automated system internal control reviews, and financial capability reviews.
4. Served as volunteer corporate treasurer for a non-profit museum, duties included budget preparation, program development, financial reporting, and information systems development. As committee chair of the finance committee was responsible for investing the museum's endowment.
5. Served on several committees at the Minnesota State Society of CPAs. One committee assignment was committee chair of the Information Technology Committee, which planned and held the first MNCPA Microcomputer Technology Conference.

ARTHUR A. CHRISTOFFERSON

## **David L. Bahn, Ph.D.**

College of Management  
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[david.bahn@metrostate.edu](mailto:david.bahn@metrostate.edu)

### **Current Position**

Professor of Management Information Systems - Metropolitan State University; Minneapolis, MN

Outreach responsibilities Lead the information technology (IT) sector in Minnesota by:

- presenting on business strategy & information technology at industry forums
- founding and leading the TAOSE (Trusted Adoption of Open Source in the Enterprise) initiative
- conducting field research on the adoption of open source software by business & government organizations
- providing guidance to groups formulating information technology policy

Academic responsibilities Coordinate the MIS programs at Metropolitan State University by:

- designing and teaching new MIS courses for online and in-class settings
- recruiting & training new faculty (part-time and full-time) to teach university courses
- presenting new instructional technologies to business instructors
- discovering and adapting new online resources to support the teaching of business courses
- advising students on their education & careers and developing materials to support advising

### **Recent Projects**

Founder and Project Manager for TAOSE (Trusted Adoption of Open Source in the Enterprise) initiative

- TAOSE is an initiative to develop communities of enterprise users of open source software in the private, public, non-profit and academic sectors.
- TAOSE produces & sponsors educational events and learning objects to explain open source software to IT practitioners and novices.
- TAOSE is primarily sponsored by the Center for Strategic Information Technology and Security ([www.StrategicIT.org](http://www.StrategicIT.org)) of the Minnesota State College & University System ([www.mnscu.edu](http://www.mnscu.edu)). For more information, please see: [http://www.strategicit.org/0\\_taose.shtml](http://www.strategicit.org/0_taose.shtml) .

#### Project Manager for WatchIT initiative

WatchIT is a subscription-based resource for online video content on business & technology topics. It is used to enrich online business courses at Metropolitan State University.

- Negotiated service and intellectual property agreements with WatchIT vendor
- Implemented help desk to support instructors and students who are using WatchIT resources

#### Instructional designer for new online graduate courses in Management Information Systems

- Recently developed an online course in Systems Analysis & Design featuring Flash animations for teaching requirements modeling approaches along with video and audio lectures.
- Recently developed an online course in Supply Chain Information Systems featuring narrated presentations describing key logistics technologies.

#### Coordinator for Post-Implementation Review project

- Led development of Post-Implementation Reviews of recently completed business IT projects for use as a standard field research component of IT curriculum at Metropolitan State University
- Transforming these reviews into applied consulting conducted by university field consulting teams

### **Professional positions (Academe)**

#### *Full-time:*

- 2000 - Associate Professor of Management Information Systems, College of Management, Metropolitan State University, Minneapolis/St. Paul (promoted to Associate w/tenure in 2004)
- Assistant Professor of Management Information Systems, College of Management, Metropolitan State University, Minneapolis/St. Paul
- 1999 – 2000 Instructor/Principal investigator for post-doctoral research (& teaching) project on Clicks & Mortar (Balancing E-commerce with Brick & Mortar business operations). Department of Strategic Management & Organization, Carlson School of Management, University of Minnesota.

#### *Other:*

- 1998 – Lecturer, Department of Strategic Management & Organization / Department of Information & Decision Sciences, Carlson School of Management, University of Minnesota
- 1994 – 1998 Research/Teaching assistant, Department of Information & Decision Sciences, Carlson School of Management, University of Minnesota.
- 1993-1994 Research fellowship on Multimedia/Hypermedia, Carlson School of Management, University of Minnesota.

## Professional positions (Industry)

| <u>Position</u>  | Notable Projects and Responsibilities  |
|--|--|
| <i>Organization &amp; Location</i>   |  |
| <i>Years</i>   |  |
| <u>Management Consultant</u>   | <ul style="list-style-type: none"><li>• WWW.ACUBEAD.COM - Strategy formulation &amp; implementation, E-commerce and supply chain I.S. projects.</li><li>• CITY LIGHTS BED &amp; BREAKFAST – Initiated computerization for unusually unstructured business situation; Developed and implemented plans for line staff recruitment; Formulated strategic business plan.</li><li>• A.C.E., INC. – Wrote a Business/Marketing plan and a strategic budget for a start-up venture. Designed and implemented community resource information and referral systems, including a voice mail system.</li><li>• STEVEN AMES (PRIVATE NYSE BROKER) - Developed a model to aid analysis of industry-group P/E ratios via link to on-line stock quote system. Implemented payroll system for business staff.</li><li>• LENOX HILL NEIGHBORHOOD ASSOCIATION - Directed computerization and training efforts for the Older Adult Services division.</li></ul> |
| <i>David Bahn Associates / AMPM Consultants, New York City &amp; Minneapolis</i> |  |
| 1989-1991;<br>1995 –Present  |  |
| <u>Operations &amp; Systems Analyst /Project Manager</u>                         | <ul style="list-style-type: none"><li>• Designed an executive information system for corporate and regional managers to report on collections inventory and revenue activity.</li><li>• Selected and introduced a high-performance, low-cost CASE tool package for use by the company's systems analysis and development staff.</li><li>• Generated plans and procedures for a new corporate division dealing with institutional (long-term geriatric) care collections.</li><li>• Coordinated operational enhancements within the Medicaid collections division and implemented an automated reporting system to replace manual tabulation procedures and to shift support staff into line positions.</li></ul>   |
| <i>Health Management Systems, New York City</i>                                  |  |
| 1991-1993  |  |
| <u>Systems Specialist</u>  | <ul style="list-style-type: none"><li>• Developed an information system to import and translate inventory demand forecasts from a global materials management system; Wrote documentation on the use of key forecasting data.</li><li>• Coordinated and supervised technical support to divisional headquarters staff.</li><li>• Configured materials management system for multi-user access on Token Ring LAN.</li></ul>   |
| <i>Merck &amp; Co., Rahway, N.J.</i>   |  |
| 1990   |  |

Systems  
Designer/  
Computer  
Specialist

*New York City  
Dept. for the  
Aging (D.F.T.A.)*  
1987-1989

- Designed, programmed and implemented client database applications.
- Formulated policies on computerization: staffing, work-time allocation, hardware maintenance and purchase, computer training and curriculum.
- Provided technical support for 20 community-based agencies and two D.F.T.A. borough offices in the use of database, spreadsheet, word processing, and communications software.
- Coordinated and developed guidelines for the sharing of community agency database information with D.F.T.A.
- Created a comprehensive assessment tool for monitoring the performance and progress of computerization within the community agencies.
- Performed oversight of expenditures for hardware, software and training; Executed technical supervision of the systems support personnel.

**Teaching experience**

*Graduate Business/Strategy courses taught*

MBA 6300: Business Strategy

MIS 600/661: Management Information Systems Strategy

*Undergraduate Business/Strategy courses taught*

Mgmt 4004 Business Policy and Strategy

*Graduate MIS courses taught*

MIS 665: Systems Design & Decision Support (online as well)

MIS 653: Supply Chain Information Systems (online as well)

MIS 690: Electronic Commerce and Customer Relationship Management (partially online – reduced seat time)

BA 7706: Systems Analysis & Design (Doctoral seminar)

*Undergraduate MIS courses taught*

MIS 310: Principles of Management Information Systems (online as well, along with partially online – reduced seat time)

MIS 455: Logistics & Supply Chain Systems

MIS 456: Supply Chain Information Systems (online as well)

MIS 320: Information Systems Analysis & Design

IDS 5102 Systems Analysis and Design

## Education

- Ph.D. 1999 Business Administration: Information & Decision Sciences (Supporting concentrations in Organization Communications and Psycholinguistics)  
University Of Minnesota, Carlson School of Management, Department of Information & Decision Sciences  
Dissertation: Validating Information Systems Requirements with Prototypes and Scenarios
- M.B.A 1991 Information Systems/Management and Organizational Behavior  
New York University, Stern School Of Business
- B.A. 1985 Computer Science/Mathematics  
Yeshiva University/New York University

## Research

### *Research Interests*

- |   |   |
|---|---|
| Social organization of design           | Open source software development issues; Designer-User communication; Task coordination among systems designers; Comparative effects of requirements representations  |
| Business strategy & electronic commerce | Clicks and Mortar: the effects of electronic commerce on conventional (brick & mortar) business strategy formulation and business operations; The role of information technology in creating sustainable competitive advantage; The role of information technology in business logistics. |
| Group mind                              | Cognitive theories of organization; Cross-functional communication and business process improvement; Business continuity planning & IT controls   |

### *Refereed Publications*

- Bahn, D. & Tang, H. (2007). "Open source software adoption within enterprise systems." Proceedings of the 2<sup>nd</sup> ILAIS conference, Bar Ilan University, Israel.
- Bahn, D. & Dressel, D. (2006). "Liability and Control Risks with Open Source Software." Proceedings of the IEEE 4<sup>th</sup> International Conference on Information Technology Research and Education (ITRE 2006).
- Bahn D. (2005). "Clicks & Mortar." Encyclopedia of E-Commerce, Electronic Government and Mobile Commerce. Hershey, PA.: Idea Group.
- Bahn D. & Fischer, P. (2003). "Clicks and Mortar: Balancing brick and mortar business strategy and operations with auxiliary E-commerce." *Information Technology & Management*, 4:2/3, April/July 2003, pp. 319-334.

Bahn, D. & Zafar, O. (2003). "When IT is (not) working in reverse: How information system deficiencies amplify the outsourcing of reverse logistics." Proceedings of the Second Annual International Outsourcing Conference, New York, N.Y. The Center for Global Outsourcing.

Bahn, D., Naumann, J.D., & Curley, S. (2002). "Conversation about Software Requirements with Prototypes and Scenarios." In Halevy, A. & Gal, A. (Eds.): Next Generation Information Technologies and Systems, 5th International Workshop, NGITS 2002, Caesarea, Israel, June 24-25, 2002, Proceedings. Lecture Notes in Computer Science 2382 Springer 2002, pp. 147-157.

Bahn, D. (2001). "Sustainable Competitive Advantage from Information Technology: Limitations of the Value Chain". In Papp, R. (Ed.) *Strategic Information Technology: Opportunities for Competitive Advantage*. Hershey, PA. : Idea Group Publishing.

Bahn D. & Fischer, P. (2001). "Clicks and Mortar: Redefining brick and mortar business operations and strategy through auxiliary E-commerce." Proceedings of the 2001 AIS (Association for Information Systems) Americas conference on Information Systems, pp. 940-945

Paper, D. & Bahn, D. (1998). "BPR vs. BPI: Contrasting Two Constructs". Proceedings of the 1998 AIS (Association for Information Systems) Americas Conference on Information Systems, pp. 104-106.

Bahn, D. & Naumann, J.D. (1997). "Evolution versus Construction: Distinguishing user review of software prototypes from conventional review of software specifications". Proceedings of the 1997 ACM SIGCPR (Special Interest Group on Computer Personnel Research), pp. 240-245.

Bahn, D. (1996). "Establishing 'Grounding' in the Discourse of Technical Instruction: 'World Wide Web' ". Proceedings of the 1996 AIS (Association for Information Systems) Americas Conference on Information Systems, pp. 764-766.

Bahn, D. (1995). "System Designer-User Interaction: An Occupational Subcultures Perspective". Proceedings of the 1995 ACM SIGCPR (Special Interest Group on Computer Personnel Research), pp. 72-80.

#### *Other Publications*

Bahn, D., Naumann, J.D., Curley S. (2004). "User feedback in response to prototypes and scenarios." Working paper, Metropolitan State University.

Bahn, D. (1997). "Humans as Information Processors". In Davis, G. (Ed.) *The Blackwell Encyclopedia of Management Vol. III: Encyclopedic Dictionary of Management Information Systems*, pp. 99-102. Oxford, U.K.: Blackwell.

Bahn, D. & Wanninger, L. (1995). "Fingerhut and the Next Wave of Direct Marketing: A Case Study for Instructional Purposes". Information & Decision Sciences Dept., Carlson School of Management, University of Minnesota

Wanninger, L. & Bahn D. (1995). "Star Tribune Online: A Case Study of a New Venture in the Emerging Information Industry". MISRC Working Paper 95-03, Management Information Systems Research Center, Curtis L. Carlson School of Management, University of Minnesota, Minneapolis.

### *Academic Presentations*

|   |   |
|---|---|
| “Open source software adoption within enterprise systems.”  | 2 <sup>nd</sup> ILAIS conference, Bar Ilan University, Israel. May 21, 2007.  |
| “Liability and Control Risks with Open Source Software”   | IEEE 4 <sup>th</sup> International Conference on Information Technology Research and Education (ITRE 2006), Afeka College, October 19 <sup>th</sup> , 2006.   |
| “Integrating online video into business/technology courses”   | Invited presentation at the Jerusalem College of Technology, July 18, 2006.   |
| “Why reinvent your wheel? The idea of utilizing content repositories to store, discover & access shared and open source resources to enhance college courses” | ITeach 2005: Best Practices in Teaching with Technology - Annual Conference of MNSCU (The Minnesota State College & University System) November 4, 2005.<br>(with Ron Fresquez of the Open Source Technology Alliance & Warren Kemplin of the MNSCU Office of the Chancellor & Rochester Community and Technical College) |
| “Videos to Support Business and Technology”   | ITeach 2005: Best Practices in Teaching with Technology - Annual Conference of MNSCU (The Minnesota State College & University System) November 4, 2005.  |
| “The ‘Hybrid’ university course”  | Invited presentation at the Jerusalem College of Technology, July 18, 2006.   |
| “Imagining the hybrid campus”<br>(with Patrick Fischer of American Express)   | ITeach 2004: Best Practices in Teaching with Technology - Annual Conference of MNSCU (The Minnesota State College & University System) April 16, 2004.  |
| “The Role of IT to Support Your Organization's Supply Chain An Argument for the ‘Micro’ Approach to Supply Chain IT Solutions”                                | Information technology seminar & workshop series – College of Management, Metropolitan State University November 7 <sup>th</sup> , 2003   |
| “Designing Electronic Templates to Improve Curriculum Organization and Enrich Course Content”   | ITeach 2003: Best Practices in Teaching with Technology Annual Conference April 25, 2003.   |
| “‘Clicks & Mortar’ Balancing brick and mortar business strategy and operations with auxiliary electronic commerce”  | Information technology seminar & workshop series – College of Management, Metropolitan State University Initial seminar: November 27 <sup>th</sup> , 2002   |
| “Balancing ‘Clicks and Mortar’ for an Efficient and Effective Course”<br>(with Stuart Morgan)   | ITeach 2002: Best Practices in Teaching with Technology Annual Conference April 19, 2002.   |

|   |  |
|---|--|
| Just how feasible is CRM anyway?"<br>(with Rogier Gregoire)                 | The Future of CRM: a seminar of the Minnesota Information Professional Society and Metropolitan State University<br>Nov 7, 2001. |
| "Validating Information Systems Requirements with Prototypes and Scenarios" | UWIC (University of Wales Institute Cardiff)<br>May 2000.  |

*Executive Presentations*

|   |  |
|---|--|
| "Open Source for Grown-ups and Enterprises"   | MNIPS (Minnesota Information Professional Society)<br>March 20, 2007                         |
| "IT Doesn't Matter Anymore ... or Does IT?"   | MNIPS (Minnesota Information Professional Society)<br>March 16, 2004                         |
| "'Clicks & Mortar' A new metaphor for understanding the appropriate role of E-commerce in organizational business processes"                        | Shared services business forum of Excel Energy<br>September 25 <sup>th</sup> , 2001          |
| "E-Commerce strategies for surviving the dot-com fall-out"  | Society of Competitive Intelligence Professionals, Minnesota chapter.<br>April 26, 2001      |
| "Clicks & Mortar Strategizing the optimal and evolutionary balance between Brick & Mortar and B2C E-Commerce channels "                             | MNIPS (Minnesota Information Professional Society)<br>January 16, 2001                       |
| "An Organizational Learning Perspective on XML"   | Twin Cities E-Commerce Forum<br>February 9, 2000   |
| "Megatrends in Metadata: Trends, Developments, Opportunities and Obstacles"   | MNIPS (Minnesota Information Professional Society)<br>September 21, 1999                     |
| "The Future of Metadata: Megatrends, Trends, Opportunities and Obstacles"   | DIGIT (Data Issues Group Information Technology) Conference on Metadata<br>June 15, 1999     |
| "Getting Ergonomics Right!: Determining the Functional Specifications for an Information System at the Individual, Group, and Organizational Level" | Information Policy Council, Minnesota State Department of Administration<br>April 14th, 1999 |
| "Y2K, OK?: Y2K & Your Organization's Information Processing"  | Midwest Direct Marketing Association<br>January 14, 1999                                     |

Sep 1991 - Present **ST. PAUL VOCATIONAL - TECHNICAL  
COLLEGE, St. Paul, MN**

**Adjunct Professor - Evening**

Responsible for teaching classes in computer science, accounting,  
and beginning and advanced C language.

**EDUCATION**

UCLA, Los Angeles, CA

MBA -- Computers and information systems

Member of Beta Gamma Sigma (national honorary society  
for top 20%)

Concordia College, Moorhead, MN

Bachelor of Arts -- Accounting, Mathematics

Graduated summa cum laud

Continuing Professional Education:

Minnesota Society of CPA seminars, Hennepin County  
vocational/technical school adult education, and data  
processing seminars

**PROFESSIONAL**

Certified Public Accountant in Minnesota and California

Member of American Institute of Certified Public  
Accountants

Member of Minnesota Society of Certified Public  
Accountants

Instructor at St. Paul Vocational Technical School

Treasurer and a founding member of Minnesota UNIX  
Users Group

**Jan 1980  
to Jul 1981**

**WISMER ASSOCIATES, INC. (now SunGard),  
Los Angeles, CA**

**Senior Systems Analyst**

Responsible for designing and programming financial portfolio management systems in FORTRAN on nationwide timesharing network for 80 large government and corporate treasuries.

- \* Installed MoneyMax at eight locations and trained treasury staff.
- \* Enhanced financial modeling techniques for cashflow forecasting by using linear programming with projected yield curves into the future, for a finite horizon of usually 1 to 3 years.

**Aug 1976  
to Dec 1979**

**RADER, CORNWALL AND PALAZZO, CPA's,  
Los Angeles, CA**

**Senior Staff Accountant**

Responsible for fulfilling all requirements for certified public accountant.

- \* Audited financial statements, performed audits of data processing centers, and designed computer audit software programs.
- \* Prepared corporate and estate returns and represented clients in IRS tax examinations.

**Jun 1975  
to Jun 1976**

**AMBASSADOR COLLEGE, Pasadena, CA**

**Staff Accountant**

Responsible for preparing fund-accounting financial statements in conformance with reporting requirements for not-for-profit institutions, using Management Science America (MSA) general ledger system.

- \* Prepared tax reports for IRS and California.
- \* Developed graphics models for forecasting and reporting contribution income.

Aug 1981  
to Sep 1991

**FARGO ELECTRONICS, INC., Eden Prairie, MN**

**Consultant and Data Processing Project Leader**  
Responsible for early implementation of UNIX and relational database applications. As CPA, prepared annual financial statements and corporate returns, and interfaced with corporate attorneys and CPA audit firm.

- \* Developed inventory, job cost, and accounting packages on DEC VAX using BSD UNIX, C language, Ingres relational database, and screen generator.
- \* Selected hardware and software to upgrade the VAX to SUN system and install local area network.

Dec 1988  
to Apr 1991

**3M CO, CHEMOLITE PLANT, Cottage Grove, MN**

**Project Leader/Lead Programmer**  
Responsible for developing hazardous waste tracking system to conform to EPA and Minnesota Pollution Control Agency guidelines. (Time was split between Fargo Electronics and 3M.)

- \* Performed real time tracking of all hazardous waste movement using LXE radio barcode units, Ingres relational database and fourth generation tools, C language, and Sharebase relational database, connected via DECNET to DEC VAX with VMS and Foxboro process control computer.

Dec 1984  
to Dec 1988

**CONTROL DATA CORPORATION, Arden Hills  
and Eden Prairie, MN**

**Senior Programmer**  
Responsible for developing multifaceted shop floor control system on 3Com local area network of personal computers linked to the manufacturing floors. (Time was split between Fargo Electronics and Control Data.)

- \* Fed data through barcode network to reporting system written with C language and Btrieve micro database, which was passed to the CDC mainframes.
- \* Developed PC-based purchasing system, which was integrated with mainframe materials requirement planning system.

**Jan 1993  
to May 1993**

**FINGERHUT CORPORATION, Minnetonka, MN**

**Analyst/Programmer Consultant**

Responsible for developing custom catalogue warehouse applications for a nationwide retail products distribution company.

- \* Developed unit test methods and customized programs. Implementation was then rolled out to a 40-person team.
- \* Created reports with C language and COBOL on DEC VMS system for large automated warehousing system in Tennessee.

**Nov 1991  
to Dec 1992**

**PILLSBURY CORPORATION, Green Giant Division  
and Food Service Division Minneapolis, MN**

**Programmer/Analyst Consultant**

Responsible for rewriting reports originally developed in Oracle forms into faster, more efficient C functions. Created libraries and executable programs. Reviewed Food Service cost accounting methods and researched software packages for manufacturing and equipment maintenance.

- \* Researched and documented cost-accounting procedures and reports across five food service plants.
- \* Developed procedures for computing and reporting standard costs and variances. Worked with Enterprise MIS personnel to determine the cost benefit/impact of interfacing these systems with headquarters' inventory valuation system.
- \* Reviewed commercially available raw material costing software packages, including Oracle GEMMs, and equipment maintenance systems. Recommended solutions, which were then implemented corporate-wide.

**SUMMARY**

Senior consultant, CPA and MBA with record of accomplishments in the computer and financial fields

**EXPERIENCE**

Nov 1994  
to Present

**MAJOR BIG 6 ACCOUNTING/CONSULTING FIRM,  
Minneapolis, MN**

**Senior Consultant**

Responsible for building a Windows-based retail merchandise management system, using Oracle Developer 2000. Also responsible for installing Oracle, and analyzing Winrunner, Oracle Case 2000, and other design tools to increase developer productivity.

- \* Serve as project manager for \$300K client customization with on-line forms and C language batch programming.
- \* Support a team of 40 technical professionals, using Oracle Forms 4.5 on MS-DOS/Windows/Windows-95 clients, the Oracle 7.2.2 database on UNIX SUN and RS6000 servers, and TCP/IP Oracle communication software.

Jun 1993  
to Oct 1994

**NETWORK SYSTEMS, Brooklyn Park, MN**

**Programmer/Analyst III**

Responsible for implementing PowerBuilder/SalesBuilder application, Oracle Financials package RA (revenue accounting), integrating Vertex sales and use tax package, and interfacing to SAP manufacturing system. Also served as liaison with Oracle Support for technical assistance.

- \* Developed integrated sales configuration and quoting system with team of eight professionals, using Powerbuilder, Trilogy SalesBuilder, Oracle and Watcom database, and Xcelsius communications packages.
- \* Created C language dynamic link libraries to communicate data between applications.
- \* Designed specifications for feeding sales data into SAP manufacturing and planning system.

**OBJECTIVE** Position as a Community Faculty member at Metropolitan State University.

**ASSETS** 8 years experience in network consulting & training; Comprehensive background in Windows/Cisco networking, Information Systems, Databases and Programming; Developed courses in WebCT, Blackboard and Desire2Learn IMS platforms; Managed eLearning at Minneapolis Community & Technical College since 2004.  
 ■ Developing Security eLearning for Xcel Energy; Co-developed the T.E.A.C.H. Online instructional design model  
 ■ Charter Microsoft MCSA - 1<sup>st</sup> 5000; MCSE/MCSA/MCT, Security+, Novell CNA, Cisco CCNA, Network+

**EDUCATION** METROPOLITAN STATE UNIVERSITY, Minneapolis, MN 05/02 – 12/05  
 Masters in Management Information Systems, graduated 12/2004 (10 credits to go for MBA);  
 Begun doctoral work in Computer Science (Information Management)

NORTH HENNEPIN COMMUNITY COLLEGE, Brooklyn Park, MN 09/97 – 06/98  
 Microsoft Certified Systems Engineer (MCSE) & Trainer (MCT) for the MCSE program track

ARIZONA STATE UNIVERSITY, Phoenix/Tempe, AZ 08/90 - 05/96  
 BSE Civil (Environmental) Engineering, graduated 05/95

**EXPERTISE** eLearning: Storyboarding/Instructional Design; HTML & Flash eLearning; Digital Multimedia Development  
MIS: Computer Information Systems, IS Fundamentals, Project Management, Database Design  
Networking: MCSE, A+, Network+, CCNA, IIS, Exchange, Wireless, Active Directory, SQL Server, HW  
Security: Internet/Intranet Security, Security Implementation & Risk Analysis (CISSP), Security+  
Applications: Macromedia Captivate, Visio/AutoCAD, MS Office (all including Access)  
General: Micro/Macroeconomics, Business Economics, Fundamentals of Math, College Algebra

**SKILLS** Software/Applications: Captivate, C, Dreamweaver, Flash, IodeStar, Pascal, SQL Server/Access, Visio  
Operating Systems/Environments: Windows (all), Novell, IBM, DNS, TCP/IP

**EXPERIENCE** MINNEAPOLIS COMMUNITY & TECHNICAL COLLEGE, Minneapolis, MN 08/02 - Present  
 Director of eLearning; Co-Chair Symposium on Business Information Security (SoBIS 2006); Adjunct IT Faculty  
 Project Manager: IT Curriculum Redesign & Online AA; Awarded NSA's IACE InfoSec curriculum certification

CURRENT COMPUTING, INC., Brooklyn Park, MN 08/01 – Present  
 Manage and consult for business specializing in eLearning, Networking, Training, and IT Services

MINNESOTA SCHOOL OF BUSINESS, Brooklyn Center, MN 01/00 – Present  
 Part-time Instructor in the Networking program  
 Teach courses in Networking, Security, Help Desk Support; also occasionally in Applications, Economics, Math

NORTH HENNEPIN COMMUNITY COLLEGE, Brooklyn Park, MN 09/98 – 08/02  
 MCSE/MCSA Instructor & Staff Trainer  
 Train staff at XCEL Energy Power Plant, Prairie Island, MN to deploy Windows 2000 Network  
 Teach all official Microsoft courses in the MCSA/MCSE track, as well as LAN/Hardware

AUTOMATED MAILING CORPORATION, Minneapolis, MN 08/96 - 12/99  
 Network Support/Programmer/Database developer  
 Data Support/Processing, Access Analysis/Design, Jet Letter programming, Web Design

ST. PAUL TECHNICAL COLLEGE, St. Paul, MN 08/98 - 10/98  
 MCSE Instructor  
 Teach MCSE courses - Networking Essentials, Windows 95, NT 4.0 Workstation & Server

INTERGROUP HEALTHCARE, Phoenix, AZ 02/96 - 08/96  
 Computer/Network Support Specialist  
 PC/Network Setup/Support, Minor maintenance on OS2/Novell based network, Access Analysis

ARIZONA STATE UNIVERSITY, Phoenix, AZ (PT during 1991, 1992 and 1996) 09/91 – 08/96  
 Statistical Research Assistant, Educational Graduate Assistant, Computer/Teaching Assistant  
 Academic Statistical Research, Design of graduate-level economics course, GMAT teacher  
 Setup/Manage Mainframe & PC accounts, Solve student/faculty concerns; Teach C/AutoCAD

**ACTIVITIES** Member of Information Systems Security Association, eLearning Guild, PACT

## **David A. Gardiner, Ph.D.**

2825 Providence Place  
Maple Plain, MN 55359  
612-382-5146 cell  
david@creativityinc.com

### **Objective**

*Teaching position. My passion is in helping people learn complex subjects by making the subjects understandable and interesting.*

### **Overview**

Over twenty years' experience in the application software business. The focus, including my Ph.D. work, has been in knowledge management – improving productivity by providing people with the information and knowledge that they need.

### **Areas of Expertise**

- Knowledge engineering
- Database management systems
- Knowledge-based systems
- Medical informatics
- Information retrieval
- Data mining/data analysis
- Web business models
- Artificial intelligence
- Agile methods
- User interface design

### **Professional Experience**

#### ***St. Mary's University of Minnesota***

Fall 2006

Assistant Adjunct Professor. Developed and will teach a new graduate-level Knowledge Management course for the MBA program.

#### ***DDxSearch, LLC***

2002-present

Founder. DDxSearch provides search technology that augments the diagnostic capabilities of physicians, increasing the likelihood of an accurate and complete diagnosis. This technology improves physicians' recall capabilities and provides consumers with greater power in the diagnostic process. Designed and developed the web site. Using public domain data created an initial database, then used knowledge engineers to further develop it.

#### ***Net Perceptions, Inc.***

1996-2001

As a co-founder of this Internet-related personalization software company, I worked both internally, developing systems and processes, and externally, consulting with customers. Key contributions include:

- Designed, developed, and taught product implementation classes. Feedback on these classes was extremely positive.
- Performed both pre- and post-sale consulting with key customers including Amazon.com, CDnow, E!Online, and Kraft Foods. Consulting included data analysis and personalization implementation design.
- Led development of a toolkit allowing integration of business rules, data mining, and collaborative filtering in a web site. This four-person team developed a stable, fully functional system in less than two months. This prototype system received extremely positive feedback from customers.
- Created our application programming interface, the product component directly used by our customers. This interface and its documentation were key selling points of the product.
- Key customer interface on both of Net Perceptions' two critical, early implementation successes: E!Online's Moviefinder.com web site and CDnow's Album Advisor.

### ***Independent Consultant***

1993-1996

- Key member of design and development teams at Personnel Decisions International that created DevelopMentor, a software package for creating and implementing professional development plans.

### ***Teltech, Inc.***

1990-1993

Manager of Database Development. Projects included:

- Proposed, designed, implemented software for, and managed construction of a large (20,000+ term) semantic network of technical terminology.
- Re-engineered the process for collecting and managing information on technical experts. The new process resulted in a 40% reduction in time and expense with more complete and useful information.

### ***IBM Professional Services***

1982-1986 (graduate school educational leave 1986-1990)

Consulted with IBM customers on application development projects.

### **Education**

Ph.D., Computer Science, University of Minnesota - Minneapolis, 1996

Dissertation: *Verb-Based Relations and Conceptual Proximity in Information Retrieval*

Research areas included information retrieval, artificial intelligence, expert systems, knowledge acquisition, knowledge representation, and automated reasoning.

M.S., Computer Science, University of Minnesota – Minneapolis, 1988

B.S., Computer Science, University of Wisconsin – Madison, 1982

## Publications

- D. A. Gardiner, "Verb-Based Relations and Conceptual Proximity in Information Retrieval," Ph.D. dissertation in *Computer Science*. Minneapolis, Minnesota: University of Minnesota, 1996.
- D. Gardiner, J. Riedl, and J. Slagle, "TREC-3: Experience with conceptual relations in information retrieval," in *Overview of the Third Text REtrieval Conference (TREC-3)*, D. K. Harman, Ed. Gaithersburg, MD: NIST (Special Publication 500-225), 1994, pp. 333-352.
- B. S. Tjan, D. A. Gardiner, and J. R. Slagle, "Representing and reasoning with set referents and numerical quantifiers," in *Conceptual Structures: Current Research and Practice*, T. E. Nagle, J. A. Nagle, L. L. Gerholz, and P. W. Eklund, Eds. New York: Ellis Horwood, 1992, pp. 53-66.
- D. A. Gardiner, B. S. Tjan, and J. R. Slagle, "Extending conceptual structures: Representation issues and reasoning operations," in *Conceptual Structures: Current Research and Practice*, T. E. Nagle, J. A. Nagle, L. L. Gerholz, and P. W. Eklund, Eds. New York: Ellis Horwood, 1992, pp. 67-85.
- D. A. Gardiner and J. R. Slagle, "Extended conceptual structures for intelligent document retrieval," in *Proceedings of the Sixth Annual Workshop on Conceptual Graphs*, E. C. Way, Ed. Binghamton, NY: AAI, 1991, pp. 169-185.
- B. S. Tjan, D. A. Gardiner, and J. R. Slagle, "Direct inference rules for conceptual graphs with extended notation," in *Proceedings of the Fifth Annual Workshop on Conceptual Structures*, L. L. Gerholz and P. Eklund, Eds. Boston, MA: AAI, 1990, pp. A.17. Also published as University of Minnesota Computer Science Department Technical Report TR 90-28.
- B. S. Tjan, D. A. Gardiner, and J. R. Slagle, "What can we learn from predicate calculus with numeric quantifiers?," in *Proceedings of the Fifth Annual Workshop on Conceptual Structures*, L. L. Gerholz and P. Eklund, Eds. Boston, MA: AAI, 1990, pp. A.18.
- J. R. Slagle, D. A. Gardiner, and B. S. Tjan, "Reasoning with conceptual structures," University of Minnesota, Minneapolis, MN, Technical Report TR 90-22, 1990.
- J. R. Slagle, D. A. Gardiner, and K. Han, "Knowledge specification of an expert system," *IEEE Expert*, vol. 5, pp. 29-38, 1990.
- D. A. Gardiner and J. R. Slagle, "Situation model creation," in *Proceedings of the Fifth Annual Workshop on Conceptual Structures*, L. L. Gerholz and P. Eklund, Eds. Boston, MA: AAI, 1990, pp. A.06. Also published as University of Minnesota Computer Science Department Technical Report TR 89-89.
- D. A. Gardiner, B. Tjan, and J. R. Slagle, "Extended conceptual structures notation," in *Proceedings of the Fourth Annual Workshop on Conceptual Structures*, J. A. Nagle and T. E. Nagle, Eds. Detroit, MI: AAI, 1989, pp. 3.05. Also published as University of Minnesota Computer Science Department Technical Report TR 89-88.
- D. A. Gardiner, "Reasoning with conceptual structures: Research at the University of Minnesota," in *Proceedings of the Third Annual Workshop on Conceptual Graphs*, J. W. Esch, Ed. St. Paul, MN: AAI, 1988, pp. 3.2.2.

# Theodore M. Wallerstedt

## OBJECTIVE

I am a dependable, hardworking professional seeking a senior management position in Audit, Information Security, or Information Technology.

## CERTIFICATIONS AND SKILLS

|                         |                             |                               |
|-------------------------|-----------------------------|-------------------------------|
| <b>ISACA CISA</b>       | <b>MS Windows 2000 MCSE</b> | <b>Novell NetWare 4/5 CNE</b> |
| <b>CompTIA Network+</b> | Cisco CCNA (expired)        | Risk/Control Assessments      |
| OS Auditing             | Application Auditing        | System/Network Administration |
| Penetration Testing     | Security Assessments        | Computer Forensics            |
| Team Building           | Leadership                  | C, Java and HTML Coding       |

## EDUCATION

**MBA** Cardinal Stritch University, Edina, MN, 5/2006

**BA** Computer Information Systems, Metro State University, St. Paul, MN, 6/98

**AS** Criminal Justice, ILCC, Estherville, IA, 7/91

## EXPERIENCE

### **01/2007 - Present** University of Minnesota, **Principal IS Auditor**

University of Minnesota, Dept. of Audits

1300 South 2nd St, Suite 277Q

Minneapolis, MN 55454

(612) 626-0097

- Plan, direct, and conduct information systems audit work
- President Elect, ISACA, Minnesota Chapter

### **11/2000 - Present** Computer Integration Technologies, **Network Security Engineer**

2375 Ventura Drive, Suite A

Woodbury, MN 55125-3930

(651) 450-0333

- Provide on call system administration and security services.

### **8/1985-Present** US Army, Active, 8/85 - 6/88, Reserve Component, 1/89 - Present

Current Assignment, JFHQ, **Member-Computer Network Defense Team**

Saint Paul, MN

(651) 282-4934

- Provide Information Assurance for National Guard Information Systems

Ted Wallerstedt, 2611 Sandterra Circle, White Bear Township, MN 55110  
(651) 330-6183 Home, (651) 353-9978 Cell, email: [twallerstedt@comcast.net](mailto:twallerstedt@comcast.net)

## **Theodore M. Wallerstedt**

**07/2001 - 01/2007** TCF Financial Corporation, **Senior IT Auditor**  
801 Marquette Ave  
Minneapolis, MN 55402  
(952) 417-4800

- In-Charge Auditor for Information Technology Audits
- Supervise assigned staff (1-4 Auditors)
- Developed and ran TCF's Computer Forensic lab

**11/1997-6/2001** FCS of NW WI, (Now AgStar), **IS Analyst**  
River Falls, WI  
Current Company Address: AgStar Financial Services, ACA  
1921 Premier Drive  
Mankato, MN 56002  
(866) 577-1831

- Network Administrator for 6 location WAN, with 8 Novell 4.11 servers, approximately 100 users, and 6 GroupWise 5.5 post offices
- Maintain WAN and LAN documentation
- Maintain association intranet site
- Design, configure and install user workstations (Windows 95 OSR2.1)
- Responsible for computer inventory and hardware repairs
- Trained users in Win95, GroupWise, Office 97, etc.

**8/1997-10/1997 & 9/1996-3/1997** - PC Service Express, **Computer Tech**  
9401 James Ave. South, Suite 132  
Bloomington, MN 55431  
(952) 884-8558

- Placement at John Deere, Micron, AgriBank and US West

**11/1996-8/1997** - Micron Electronics, **Computer Tech**  
Roseville, MN  
Current Company Address: MPC CORPORATION  
906 East Karcher Road  
Nampa, Idaho 83687  
720-528-4280

- Provided telephone tech support to Micron Customers.

**4/1993-11/1996** - AgriBank, FCB, **Security System Admin / Security Officer**  
375 Jackson, St. Paul, MN 55101  
(651) 282-8898

- Administrator for Access based security program.

### **References Available Upon Request**

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