


Sean Xin XU

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EDUCATION

- 2005 Doctor of Philosophy (Information Systems)
Paul Merage School of Business, University of California, Irvine
Dissertation: *Migration to Open-Standard Electronic Integration: An Economic and Cross-Generational Analysis*
- 2000 Master of Science (Strategic Management)
School of Economics and Management, Tsinghua University, Beijing, China
- 1998 Bachelor of Engineering (Information Systems)
School of Economics and Management, Tsinghua University, Beijing, China

EMPLOYMENT

- School of Economics and Management, Tsinghua University
- Associate Dean (MBA and Master's Programs), School of Economics and Management, Tsinghua University (2015-)
 - Professor, School of Economics and Management, Tsinghua University (2012-)
 - Associate Professor, School of Economics and Management, Tsinghua University (2009-2012)
- School of Business and Management, Hong Kong University of Science and Technology
- Assistant Professor (2006-2009)
- California Institute for Telecommunications and Information Technology
- Postdoctoral Scholar (2005-2006)

RECOGNITIONS

Editorial Roles

MIS Quarterly

- Senior Editor, 2016-2021
- Special Issue on Next Generation IS Theories, Senior Editor Team, 2018-2020

Information Systems Research

- Associate Editor, 2012-2015
- *ISR* Best Associate Editor Award, 2013

Best Paper Awards & Nominations

- *ICIS Best Paper Nomination*, 2018
“Why Increased Use of IT can be Beneficial or Damaging? Insights from the Puzzle of IT Use and Managerial Expertise for Internal Controls” (with Rai A. and Sambhara, C.), the 39th International Conference on Information Systems
- *ICIS Best Paper Nomination*, 2016
“Enterprise System Implementations: Role of Information Risk, Internal Controls and Environmental Uncertainty” (with Rai A. and Sambhara, C.), the 37th International Conference on Information Systems
- *AOM Best Paper Award*, First Runner Up, OCIS Division, 2015
“Information Technology and Innovation Outputs: The Missing Link of Search Evolution” (with Dong J., Karhade P., and Rai A.), 2015 Academy of Management Meeting
- *MISQ Best Paper Award*, 2013
“Impact of Wikipedia on Market Information Environment: Evidence on Management Disclosure and Investor Reaction” (with Zhang, X)
- *ICIS Best Conference Paper Nomination*, 2009
“How Do Social Media Shape the Information Environment in the Financial Market?” (with Zhang, X.), the 30th International Conference on Information Systems
- *Vernon Zimmerman Best Paper Award*, 2007
“Corporate Governance and Returns on Information Technology Investment: Evidence from an Emerging Market” (with Ho, J. and Wu, A.), the 19th Asian-Pacific Conference on International Accounting Issues
- *AMCIS Best Paper Award*, international track, 2004
“Factors Affecting E-Business Diffusion in Organizations: Differences between Developed and Developing Countries” (with Zhu, K. and Kraemer, K.L.), the 10th Americas’ Conference on Information Systems
- *ICIS Best Theme Paper Award*, 2003

“Assessing Drivers of E-Business Value: Results of a Cross-Country Study”
(with Dedrick, J. and Zhu, K.), the 24th International Conference on Information Systems

- *ICIS Best Paper Award*, conference theme, 2002
“A Cross-Country Study of E-Business Adoption Using the Technology-Organization-Environment Framework” (with Zhu, K. and Kraemer, K.L.), the 23rd International Conference on Information Systems

Teaching Awards

- Teaching Award – First Prize, School of Economics and Management, Tsinghua University, 2014
- Teaching Award – Second Prize, School of Economics and Management, Tsinghua University, 2012, 2010

Service Awards

- School Performer of the Year, School of Economics and Management, Tsinghua University, 2014
- University Performer of the Year, Tsinghua University, 2012

RESEARCH

The goal of my research is to identify ways to extract IT's business value. To that end, I conduct research in two areas: digital enablement (understanding IT's capabilities to digitally transform business and improve business performance) and IT governance (ensuring the acquired IT capabilities are well aligned with business objectives).

(A) Digital enablement

I am interested in *how to leverage “digital enablement” to improve business performance*. My research has dealt with digitally-enabled supply chains, customer services, firm innovations, and financial reporting, etc. Along with the emerging of “new” digital technologies, my research interests have covered internet technologies, enterprise systems, and social media, and now focus on analytics. Currently, I am most interested in social analytics (recommendation, network dynamics), financial analytics (robo-advising, smart agent), and education analytics (boost engagement, personalized training).

(B) IT governance

I am interested in *how to effectively govern the lifecycle of IT investment*. IT lifecycle spans IT investment decision-making, system implementation and use, and finally realization of IT payoff. In this area, my research program has focused on the mechanisms underlying organizations' IT decision-making, impacts of corporate/IT governance arrangements on IT investment and payoff, and the co-evolution of IT with complementary resources.

Journal Papers

1. Burton-Jones, A., Butler, B.S., Scott, S.V., Xu, S.X. “Next-Generation Information Systems Theorizing: A Call to Action.” *MIS Quarterly*, forthcoming.
2. Dong J., Karhade, P., Rai, A., Xu, S.X. “How Firms Make Information Technology Investment Decisions: Toward a Behavioral Agency Theory.” *Journal of Management Information Systems*, forthcoming.
3. Liu, A., Li Y, Xu, S.X. “Assessing the Unacquainted: Inferred Reviewer Personality and Review Helpfulness.” *MIS Quarterly*, forthcoming.
4. Chen L., Hsieh, JJ, Rai, A., Xu, S.X. “The Impact of Service Employees' Infusion Use of CRM Systems on Customer Satisfaction in Face-to-Face and Virtual Channels.” *MIS Quarterly*, forthcoming.
5. Cheng, J., Rai, A., Tian, F., Xu, S.X. “Social Learning in Information Technology Investment: The Role of Board Interlocks.” *Management Science*, forthcoming.
6. Liu, A, Liu, A., Wang, R., Xu, S.X. 2020. “Too Much of a Good Thing? The Boomerang Effect of Firms' Investments on Corporate Social Responsibility during Product Recalls.” *Journal of Management Studies*, 57(12): 1437-1472.
7. Jia, N., Rai, A., Xu, S.X. 2020. “Reducing Capital Market Anomaly: The Role of Information Technology Using an Information Uncertainty Lens.” *Management Science*, 66(2): 979-1001.

8. Karahanna, E., Xu, S.X., Xu, Y., Zhang, N. 2018. "The Needs-Affordances-Features (NAF) Perspective for the Use of Social Media." *MIS Quarterly*, 42(3): 737-756.
9. Ho, J.L.Y., Tian, F., Wu, A., Xu, S.X. 2017. "Seeking Value through Deviation? Economic Impacts of IT Overinvestment and Underinvestment." *Information Systems Research*, 28(4): 850-862.
10. Pincus, M., Tian, F., Wellmeyer, P., Xu, S.X. 2017. "Do Clients' Enterprise Systems Affect Audit Quality and Efficiency?" *Contemporary Accounting Research*, 34(4): 1975-2021.
11. Tian, F., Xu, S.X. 2015. "How Do Enterprise Resource Planning Systems Affect Firm Risk? Post-Implementation Impact." *MIS Quarterly*, 39(1): 39-60.
12. Karahanna, E., Xu, S.X., Zhang, N. 2015. "Psychological Ownership Motivation and Use of Social Media." *Journal of Marketing Theory and Practice*, 23(2): 185-207.
13. Xu, S.X., Zhang, X. 2013. "Impact of Wikipedia on Market Information Environment: Evidence on Management Disclosure and Investor Reaction." *MIS Quarterly*, 37(4): 1043-1068. ****MISQ Paper of the Year Award****
14. Liu, A., Liu H., Xu S.X. 2013. "How Do Competitive Environments Moderate CRM Value?" *Decision Support Systems*, 56: 462-473.
15. Xu, S.X., Zhu, C., Zhu, K. 2012. "Why Do Firms Adopt Innovations in Bandwagons? Evidence of Herd Behavior in Open Standards Adoption." *International Journal of Technology Management*, 59(1/2): 63-91.
16. Hsieh, J.J. P.-A., Rai, A., Xu, S.X. 2011. "Extracting Business Value from IT: A Sensemaking Perspective of Post-Adoptive Use." *Management Science*, 57(11): 2018-2039.
17. Ho, J., Wu, A., Xu, S.X. 2011. "Corporate Governance and Returns on Information Technology Investment: Evidence from an Emerging Market." *Strategic Management Journal*, 32(6): 595-623.
18. Dong, S., Xu, S.X., Zhu, K. 2009. "Information Technology in Supply Chains: The Value of IT-enabled Resources under Competition." *Information Systems Research*, 20(1): 18-32.
19. Dedrick, J., Xu, S.X., Zhu, K.X. 2008. "How does Information Technology Shape Supply Chain Relationships? Evidence on the Number of Suppliers." *Journal of Management Information Systems*, 25(2): 41-72.
20. Xu, S.X., Xu, Y., Zheng, X. 2008. "Communication Platforms in Electronic Commerce: A Three-Dimension Analysis." *Info*, 10(2): 47-56.
21. Zhu, K., Kraemer, K.L., Xu, S.X. 2006. "The Process of Innovation Assimilation by Firms in Different Countries: A Technology Diffusion Perspective on E-Business." *Management Science*, 52(10): 1557-1576.
22. Zhu, K., Kraemer, K.L., Gurbaxani, V., Xu, S.X. 2006. "Migration to Open-Standard Interorganizational Systems: Network Effects, Switching Costs, and Path Dependency." *MIS Quarterly*, 30(special issue): 515-539.

23. Zhu, K., Dong, S., Xu, S.X., Kraemer, K.L. 2006. "Innovation Diffusion in Global Contexts: Determinants of Post-Adoption Digital Transformation of European Companies." *European Journal of Information Systems*, 15(6): 601-616.
24. Zhu, K., Kraemer, K.L., Xu, S.X., Dedrick, J. 2004. "Information Technology Payoff in E-Business Environments: An International Perspective on Value Creation of E-Business in the Financial Services Industry." *Journal of Management Information Systems*, 21(1): 17-54.
25. Xu, S.X., Zhu, K., Gibbs, J. 2004. "Global Technology, Local Adoption: A Cross-Country Investigation of Internet Adoption by Companies in the United States and China." *Electronic Markets*, 14(1): 13-24.
26. Zhu, K., Kraemer, K.L., Xu, S.X. 2003. "E-business Adoption by European Firms: A Cross-Country Assessment of the Facilitators and Inhibitors." *European Journal of Information Systems*, 12(4): 251-268.

Conference Papers & Presentations

1. Li, T., Liu, D., Xu, S.X. "Design Challenge Levels in e-Learning? Insights from a Large-scale Field Experiment." *2020 International Conference on Information Systems*, Hyderabad, India, December 13-16, 2020. *****ICIS Best Student Paper in Track*****
2. Guo, Y., Yin, X., Liu, D., Xu, S.X. "'She is not just a computer': Gender Role of AI Chatbots in Debt Collection." *2020 International Conference on Information Systems*, Hyderabad, India, December 13-16, 2020.
3. Jia, N., Li, Y., Rai, A., Xu, S.X., Yin, Z. "Digital Link and Return Predictability." *2020 International Conference on Information Systems*, Hyderabad, India, December 13-16, 2020.
4. Wang, L., Wang, C.A., Xu, S.X., Guo, F., Li, M. "People You May Know: Friend Recommendation, Network Formation, and Online Community Participation." *2020 International Conference on Information Systems*, Hyderabad, India, December 13-16, 2020.
5. Li, Y., Xu, S.X., Zhang, J. "Antagonizing the Matthew Effect in Content Popularity: The Effects of Cyber-Star-Clans on the Content Production of Short Videos." *The 16th Symposium on Statistical Challenges in Electronic Commerce Research*, Madrid, Spain, June 18-19, 2020.
6. Li, T., Liu, D., Xu, S.X. "Does it Pay to Manage Challenge Levels in E-Learning? Insights from Designing and Analyzing a Large-Scale Field Experiment." *The 15th Winter Conference on Business Analytics*, Snowbird, Utah, March 12-14, 2020.
7. Li, T., Liu, D., Xu, S.X. "Re-engaging Underachievers: Toward a Participation Internalization Approach to Gamified Online Learning Design." *The 15th Winter Conference on Business Analytics*, Snowbird, Utah, March 12-14, 2020.
8. Guo, Y., Li, Y., Liu, D., Xu, S.X. 2020. "Infer Service Quality Problems from Sequential Patterns of Customer Emotions." *The 15th Winter Conference on Business Analytics*, Snowbird, Utah, March 12-14, 2020.

9. Li, T., Liu, D., Xu, S.X. "Re-engaging Underachievers: Toward a Participation Internalization Approach to Gamified Online Learning Design." *2019 International Conference on Information Systems*, Munich, Germany, December 15-18, 2019.
10. Guo, Y., Li, Y., Liu, D., Xu, S.X. "Are Callers in a Mode? An Emotion Detection Approach to Call Center Service Quality." *2019 Winter Conference on Business Analytics*, Snowbird, Utah, March 7-9, 2019.
11. Rai, A., Sambhara, C., Xu, S.X. "Why Increased Use of IT can be Beneficial or Damaging? Insights from the Puzzle of IT Use and Managerial Expertise for Internal Controls." *2018 International Conference on Information Systems*, San Francisco, US, December 13-16, 2018. *****ICIS Best Full Paper Nominee*****
12. Li, T., Liu, D., Wang, Y., Xu, S.X. "Interleaved Learning: A Design Science Approach and Field Experiment." *2018 International Conference on Information Systems*, San Francisco, US, December 13-16, 2018
13. Guo, Y., Li, Y., Wei, Q., Xu, S.X. "Make the Business Case for Data Analytics: Design a Customer Emotion Management System in Call Centers." *2017 International Conference on Information Systems*, Seoul, South Korea, December 10-13, 2017.
14. Liu, A., Pincus, M., Xu, S.X. "Real Activities Management and Volatility of Operating Cash Flows: The Impact of Enterprise Systems." *Annual Meeting of the American Accounting Association (AAA)*, San Diego, CA, August 4-9, 2017.
15. Rai, A., Sambhara, C., Xu, S.X. "Enterprise System Implementations: Role of Information Risk, Internal Controls and Environmental Uncertainty." *2016 International Conference on Information Systems*, Dublin, Ireland, December 11-14, 2016. *****ICIS Best Full Paper Nominee*****
16. Heish, J.J. P.-A., Rai, A., Xu, S.X., Yin, Z. "Managing Supply Base Complexity through All-in-One Intermediaries: IT-enabled Capabilities and Economic Outcomes." *2016 INFORMS Conference on Information Systems and Technology (CIST)*, Nashville, TN, November 12-13, 2016.
17. Dong, J., Karhade, P., Rai, A., Xu, S.X. "Information Technology and Innovation Outputs: The Missing Link of Search Evolution." *2015 Academy of Management Meeting*, Vancouver, BC, Canada, August 7-11, 2015. *****AOM OCIS Best Paper, First Runner Up*****
18. Liu, A., Xu, S.X., Yin, Z., Zhang, X. "Can Investors Benefit from the Wisdom of Crowds? Evidence from Wikipedia and Insider Trading." *2015 CAAA (Canadian Academic Accounting Association) Annual Conference*, Toronto, Ontario, May 28-31, 2015.
19. Liu, A., Xu, S.X., Yin, Z., Zhang, X. "Does Wikipedia Attenuate Outsiders' Information Disadvantage? Evidence from Insider Trading." *2015 Financial Accounting and Reporting Section (FARS) Midyear Meeting*, Nashville, TN, January 16-17, 2015.
20. Pincus, M., Tian, F., Wellmeyer, P., Xu, S.X. "Do Companies' Enterprise Systems Impact Audit Quality and Efficiency?" *2014 Contemporary Accounting Research (CAR) Conference*, Halifax, Nova Scotia, October 17-18, 2014.
21. Dong, J., Karhade, P., Rai, A., Xu, S.X. "Dynamic Adjustment of Information Technology and Research & Development Investments for Problemistic Search: The

- Moderating Role of Corporate Governance.” *INFORMS Conference on Information Systems & Technology (CIST)*, Minneapolis, MN, October 5-6, 2013.
22. Ho, J., Tian, F., Wu, A., Xu, S.X. “Payoff to Information Technology Investment: A Herding Perspective.” *Annual Meeting of the American Accounting Association (AAA)*, Anaheim, CA, August 3-7, 2013.
 23. Dong, J., Karhade, P., Rai, A., Xu, S.X. “Incentive Alignment versus Monitoring: The Roles of Corporate Governance Mechanisms in Dynamic Adjustment of Information Technology Resources for Innovation and Rent Generation,” the *21st European Conference on Information Systems*, Utrecht, Netherlands, June 6-8, 2013.
 24. Dong, J., Karhade, P., Rai, A., Xu, S.X. “Information Technology in Innovation Activity of the Firm: Theory and Synthesis,” the *21st European Conference on Information Systems*, Utrecht, Netherlands, June 6-8, 2013.
 25. Dong, J., Karhade, P., Rai, A., Xu, S.X. “Dynamic Adjustment of IT Investments: The Moderating Role of Board Independence.” *Organizational Communication & Information Systems (OCIS) 2012 International Paper Development Workshop*, Boston, MA, August 3, 2012.
 26. Liu, A., Xu, S.X., Zheng, X. “Competition and the Value Implications of Customer Relationship Management Applications.” the *Annual Meeting of the American Accounting Association (AAA)*, San Francisco, CA, July 31-August 4, 2010.
 27. Ho, J., Wu A., Xu S.X. “Corporate Governance and Returns on Information Technology Investment: Evidence from an Emerging Market.” the *Annual Meeting of the American Accounting Association (AAA)*, San Francisco, CA, July 31-August 4, 2010.
 28. Lai, R., Xu, S.X., Zhu, K. “How does IT Affect Inventory? The Role of Moderators and Mediators.” the *4th China Summer Workshop on Information Management*, Wuhan, China, July 19-20, 2010.
 29. Ho, J., Wu, A., Xu, S.X. “Corporate Governance and Returns on Information Technology Investment: Evidence from an Emerging Market,” the *9th Wuhan International Conference on E-Business*, Wuhan, China, May 29-30, 2010.
 30. Lai, R., Xu, S.X., Zhu, K. “Does Information Technology Reduce Inventory? New Evidence Using Instrumental Variables to Address Endogeneity.” the *4th Workshop for Empirical Research in Operations Management*, Wharton School of Business, University of Pennsylvania, November 12-13, 2009.
 31. Xu, S.X., Zhang, X. “How Do Social Media Shape the Information Environment in the Financial Market?” the *30th International Conference on Information Systems (ICIS)*, Phoenix, Arizona, December 15-18, 2009. *****ICIS Best Conference Paper Nomination*****
 32. Lai, R., Xu, S.X., Zhu, K. “Does IT Really Reduce Inventory? Opening up the Black Box between IT and Inventory.” the *20th Workshop on Information Systems and Economics (WISE)*, Phoenix, AZ, December 14-15, 2009.
 33. Xu, S.X., Xu, Y., Zheng, X. “Analyzing the Effectiveness of Communication Platforms for Electronic Commerce: A Three-Dimension Framework,” the *17th Biennial*

- Conference of the International Telecommunications Society*, Montreal, Canada, June 24-27, 2008.
34. Lai, R., Xu, S.X., Zhu, K. "Does Information Technology Reduce Inventory? New Doubts from Evidence Using Executives' College Majors as an Instrumental Variable," *the 19th Annual Conference of the Production and Operations Management Society (POMS)*, La Jolla, California, May 9-12, 2008.
 35. Ho, J., Wu, A., Xu, S.X. "Corporate Governance and Returns on Information Technology Investment: Evidence from an Emerging Market," *the AAA 2008 Management Accounting Section (MAS) Research and Case Conference*, Long Beach, California, January 10-12, 2008.
 36. Dedrick, J., Xu, S.X., Zhu, K. "Information Technology and the Number of Suppliers in a Supply Chain: Is there a Relationship?" *Hawaii International Conference on System Sciences (HICSS-41)*, Big Island, Hawaii, January 7-10, 2008.
 37. Dedrick, J., Xu, S.X., Zhu, K. "How Does Information Technology Shape Supply Chain Structure? Will a Manufacturer Use Fewer Suppliers?" *2007 Conference on Information Systems & Technology (CIST)*, Seattle, Washington, November 3-4, 2007.
 38. Ho, J., Wu, A., Xu, S.X. "Corporate Governance and Returns on Information Technology Investment: Evidence from an Emerging Market," *the 19th Asian-Pacific Conference on International Accounting Issues*, Kuala Lumpur, Malaysia, November 11-14, 2007.
*****Vernon Zimmerman Best Paper Award*****
 39. Dedrick, J., Xu, S.X., Zhu, K. "Electronic Procurement and the Number of Suppliers: An Empirical Analysis," *INFOMRS Annual Conference*, Seattle, Washington, November 4-7, 2007.
 40. Ho, J., Wu, A., Xu, S.X. "Shaping up for Performance Impacts of Information Technology: The Role of Corporate Governance," *the Annual Meeting of the American Accounting Association (AAA)*, Chicago, Illinois, August 5-8, 2007.
 41. Ho, J., Wu, A., Xu, S.X. "Reaping Information Technology Payoff: Does Corporate Governance Matter?" *the First China Summer Workshop on Information Management (CSWIM'07)*, Shanghai, China, July 22-23, 2007.
 42. Xu, S.X., Zhu, K. "Network Effects and Herd Behavior in Open Standard Adoption," *the 16th Workshop on Information Systems and Economics (WISE)*, University of California at Irvine, Irvine, CA, December 10-11, 2005.
 43. Zhu, K., Kraemer, K.L., Xu, S.X., Korte, W., Gareis, K. "Understanding Technology Adoption by Different Firms: A Context-Augmented Innovation Diffusion Perspective," *the 10th INFORMS Conference on Information Systems & Technology (CIST)*, November 12-13, 2005.
 44. Zhu, K., Kraemer, K.L., Xu, S.X., Korte, W., Gareis, K. "What Drives E-Business Adoption by Firms? The Role of Innovation Attributes and Context," *the 3rd e-Challenges Conference*, Ljubljana, Slovenia, October 19-21, 2005.
 45. Zhu, K., Kraemer, K.L., Xu, S.X. "Factors Affecting E-Business Diffusion in Organizations: Differences between Developed and Developing Countries," *the 10th*

Americas' Conference on Information Systems (AMCIS), New York, August 5-8, 2004.
*****AMCIS Best Paper Award of the International Track*****

46. Zhu, K., Xu, S.X. "Value of Information Technology in E-Business Environments: The Missing Links in the Renewed IT Value Debate," *the 25th International Conference on Information Systems (ICIS)*, Washington, D.C., December 12-15, 2004.
47. Zhu, K., Kraemer, K.L., Xu, S.X. "Internet Technology Diffusion at the Firm Level: Empirical Evidence from Asia-Pacific Region, Europe, and North America," *International Symposium: IT/IS Issues in Asia-Pacific Region*, Washington D.C., December 11, 2004.
48. Zhu, K., Xu, S.X. "E-Business Transformation: A Process-Oriented Study of its Value Creation in Organizations," *INFOMRS Annual Conference*, Denver, Colorado, October 24-27, 2004.
49. Dedrick, J., Xu, S.X., Zhu, K. "Assessing Drivers of E-Business Value: Results of a Cross-Country Study," *the 24th International Conference on Information Systems (ICIS)*, Seattle, Washington, December 14-17, 2003. *****ICIS Best Theme Paper Award*****
50. Zhu, K., Kraemer, K.L., Xu, S.X. "A Cross-Country Study of E-Business Adoption Using the Technology-Organization-Environment Framework," *the 23rd International Conference on Information Systems (ICIS)*, Barcelona, Spain, December 15-18, 2002.
*****ICIS Best Paper Award*****

UNIVERSITY SERVICE

I am serving Tsinghua University School of Economics and Management as an Associate Dean. My current admin focus includes MBA and Master's Programs. At this post I engage in education innovation focusing on:

- (A) *Program innovation*: I led the creation of new Master programs (e.g., CFO & Big Data) and development of new program tracks (e.g., Fintech - Master of Finance).
- (B) *Curriculum development*: I paid particular attention to curriculum development, working with faculty colleagues and industry leaders to offer new courses tailored for the ever changing demand from industry, particularly demand for multi-facet talents with both management *and* technology insights.
- (C) *Global impact*: I engaged in creating opportunities to help students develop their global vision when studying at Tsinghua and increase their global mobility after graduation, for both domestic students and international students.

Associate Dean, MBA Programs (2018-present)

- Added “AI” and “Internet+” modules in MBA curriculum in 2018; led new course development with industry leaders, for example:
 - Working with SAP to develop “Intelligent Financial Management”
 - Working with Facebook to develop “Innovation, Entrepreneurship and Emerging Technologies”
- Established a strategic collaboration with Microsoft’s AI Business School in 2019
 - Added an “AI and Digital Transformation” module in MBA curriculum
- Led development of overseas modules emphasizing global vision in 2019
 - Launched the Global Competency Germany module (collaborating with SAP)
 - Discussing with University of Houston to create an Entrepreneurship Management module
- Started to join FT ranking in 2020

Associate Dean, Master’s Programs (2015-present)

(a) Pre-experience Business Analytics (BA) Program

- Launched a dual-degree program with the Fu Foundation School of Engineering and Applied Science, Columbia University in 2015
- Expanded the dual-degree collaboration to five Columbia’s master programs (Operations Research, Business Analytics, Management Science and Engineering, Industrial Engineering, Financial Engineering) in 2019
- Led design and development of a BA curriculum with four stages:
 - (i) hacking data ->
 - (ii) algorithms ->
 - (iii) on-site training ->
 - (iv) an integrated AI project

(b) Pre-experience Master of Finance Program

- Started to join FT ranking in 2017
- Created a Fintech Track in 2019
- Launched a dual-degree program with London Business School in 2019
- Number of international applications increased 4 times

(c) Pre-experience Master in Management Program

- Started to join Economist's ranking in 2017
- Awarded CEMS (Global Alliance in Management Education) School of the Year 2018
- Added a "Hard Skill" module (coding, AI, digital marketing) in 2019
- Number of international applications increased 4 times

(d) Post-experience MPAcc Program ("CFO program")

- Launched a dual-degree CFO Program with Singapore Management University in 2017
- Launched a new "CFO & Big Data" Master Program in 2019; led design and development of a program curriculum with four stages:
 - (i) data mindset ->
 - (ii) data governance ->
 - (iii) analyzing big data ->
 - (iv) data-driven financial management

Associate Dean, Ph.D. Program (2015-2018)

- Academic placement of Ph.D. graduates doubled
 - Enhanced the screening process based on qualifying exam; set up a channel for dismissed students to obtain a master degree
 - Created school fellowships to support Ph.D. student exchange to overseas universities (max. 20 students each year)

Associate Dean, Research (2015-2018)

- Management Science and Engineering, Business Administration, Accounting and Finance, Economics and Econometrics included on the national list of developing world-class disciplines in 2017
- Number of school faculty's papers published at UTD-24 journals tripled

Associate Dean, Undergraduate Programs (2015-2018)

- Leading position in student recruitment across all departments and schools at Tsinghua University (#1 in terms of recruiting top scorers of the national university-enrollment exams)
- Created four tracks for second-major students: Accounting Analysis and Control, Business Data Analytics, Entrepreneur Leadership, Finance

Other University Service

I also play a leadership role in managing university research centers and institutes. I was a recipient of **University Performer of the Year**, an award recognizing outstanding contributions to Tsinghua University.

- Management Council Member, Center for Development of Sports Industry
- Management Council Member, Institute of Internet Industry
- Management Council Member, Entrepreneurship Research Center on G20 Economies,
- Management Council Member, Institute for Global Private Equity

TEACHING

In addition to the service and innovation performed at the post of an Associate Dean (summarized above), I developed and taught courses for IT business value, digital innovation, and data analytics across the undergraduate, MSc, MBA, Ph.D., and executive education programs. I won the **First Prize of Teaching Award** at School of Economics and Management, Tsinghua University in 2014; and was a two-time recipient of the Second Prize of Teaching Award at School of Economics and Management, Tsinghua University.

- Led the development for the **first Ph.D. seminar course** for the Management Science and Engineering Department (covering both Information Systems (IS) and Operations Management (OM) areas) and taught the first module (two credits) focused on IS, particularly on IT business value, which was rated by students as being in the top-5% in the “foundational theory” course category across all schools and departments at the university level. Average evaluation: 97.5 (out of 100).
- Developed and taught a new course for MSc and MBA students on how industries especially **financial industries use new technologies in innovative ways** (Management Technology Innovations, three credits, teaching evaluation: top-15% in the school). Average evaluation: 97.5 (out of 100).
- Developed and taught a new course (Information Management, two credits) contributing to the **University Humanity Foundation** course series opening to undergraduate students across all departments and schools at Tsinghua University. Average evaluation: 95.2 (out of 100).
- Developed and taught a new course (Enterprise AI Governance) to non-degree executive programs, including **flagship programs targeting leaders** in governments and state-owned enterprises. Average evaluation: 4.9 (out of 5).
- Co-developed and Co-taught a new course (Integrated Analytics Projects) for the master’s program of business analytics at Tsinghua, three credits, cultivating students’ capabilities of **using analytics to solve real business problems** in practice. (no evaluation for this course given that the major activity is student projects)

DOCTORAL THESIS SUPERVISION

My philosophy of mentoring doctoral students is to cultivate scholars who can address important real-world problems that make significant theoretical and practical contributions. I have done this by creating opportunities for students to understand interdisciplinary perspectives to IS problems as well as the role of complementary research methods. I have also worked with industry collaborators to provide students with opportunities to understand real-world problems by serving as short-term interns in leading firms that are innovating with IT.

I won the Tsinghua **Mentor Award** in 2016. It is the highest honor for graduate student mentors, with only about 40 faculty members elected each year at the university level.

Chair or Co-chair

1. *Guangchun Xue*. The Role of IT Enabled Mediation Ability for Electronic Intermediary Performance (defended, September 2014)
 - a. Current position: entrepreneur
2. *Cong Wang*. Impacts of Customer Resource Sharing Systems on Cross-Selling Performance (defended, December 2015)
 - a. Nominated for Best Thesis Award, 2015
 - b. Current position: General Management of IT, People's Insurance Company of China
3. *Wei Huang*. Impacts of Social Media on Product Recall Strategy and Outcome (defended, June 2019)
 - a. Current position: Nanchang Institute of Technology, Visiting Professor
4. *Xiaohua Men*. Business Intelligent Systems for Customer Management: Design and Impacts (defended, May 2020)
 - a. Tsinghua University Practice Fellowship, Third Class, 2015
 - b. Tsinghua University Career Award, Third Class, 2020
 - c. Current position: China UnionPay Research Institute, Postdoctoral Researcher
5. *Tiange Wang*. Information Technology Governance: Internal and External Approaches (proposal defended)
6. *Yu Li*. Institutional Ownership, Information Technology, and Capital Investment Efficiency (thesis under development)
 - a. Coauthored an ICIS paper as a doctoral student, 2020
7. *Tao Li*. Interleaved Learning Systems: Design and Large-scale Experiment (proposal defended)
 - a. Zeng Fancheng Fellowship, 2015
 - b. Tsinghua-Zhang Mingwei Fellowship, 2016
 - c. Coauthored ICIS papers as a doctoral student, 2019, 2020
8. *Yiting Guo*. Smart Service Agent Design based on Acoustic Analytics (proposal defended)
 - a. Coauthored ICIS papers as a doctoral student, 2019, 2020
9. *Yilin Li*. Content-based Social Networks: Structures and Innovations (thesis under development)
 - a. Coauthored an MISQ paper as a doctoral student ("Assessing the Unacquainted: Inferred Reviewer Personality and Review Helpfulness", by Angela Xia Liu, Yilin Li, and Sean Xin Xu)

- b. Intern researcher at Quai.com
- 10. *Xingjin Chen*. Relationship Chains and Recommendation Systems in Online Social Networks (thesis under development)
- 11. *Qingping Song*. Customer Risk Preference in Retail Banking: A Big Data Approach (thesis under development)
- 12. *Xuewen Han*. Second-year student.

Committee Member

- 13. *Lu Zhang*. Impacts of ERP Investment on Firm Market Value and Operational Performance (defended, May 2012)
- 14. *John Dong*. Essays on Information Technology and Firm Innovation (defended, May 2014, HKUST)
 - a. AOM Best Paper Award, First Runner Up, OCIS Division, 2015
 - b. Current position: Associate Professor, University of Groningen
 - c. Will hold a new position, Full Professor of Business Analytics (Chair) at the Trinity Business School at Trinity College Dublin, University of Dublin from 2021
- 15. *Chaitanya Sambhara*. Risks, Controls and Business Value in IT-enabled Inter- and Intra-Firm Processes (defended, July 2015, Georgia State University)
 - a. ICIS Best Full Paper Nominations, 2016, 2018
 - b. Current position: Assistant Professor, College of Business, University of Texas at Arlington
- 16. *Yangfan Li*. Essays on Enterprise Information Technology Business Value (defended, May 2016)
- 17. *Zhitao Yin*, Three Essays on Digital Innovation from an Intellectual Property Rights Perspective (defended, April 2019, Georgia State University)
 - a. Current position: Assistant Professor, HKUST Business School

External Examiner

- 18. Weining Wu. City University of Hong Kong, 2008
- 19. Jie Yu. National University of Singapore, 2010
- 20. Zhijie Lin. National University of Singapore, 2013

ACADEMIC PROFESSIONAL SERVICE

I am active in serving the academic community by serving on the editorial boards of leading journals such as *MIS Quarterly* (Senior Editor) and *Information Systems Research* (Associate Editor). I contributed to a large number of conferences in the information systems field over the years (ICIS, PACIS, CIST, WEB, CSWIM, etc.) as track co-chair, program committee member, etc. In particular, I have been actively engaged in building the information systems community in the Asia-Pacific Region. I have been serving as the Vice President of the Association for Information Systems (AIS) China Chapter since 2013. I have immersed myself in fostering young scholars by serving as a faculty mentor in a variety of academic events in the Region, such as *MISQ* Virtual Author Development Workshop in 2020, *MISQ* Reviewer Development Workshop in South Korea, the *MISQ/ISR* Author Development Workshop in China, PACIS doctoral consortium in Singapore, and CityU IS Workshop in Hong Kong, among others.

Editorial Roles

- Senior Editor, *MIS Quarterly*, 2016-2021
- Senior Editor Team (with Andrew Burton Jones, Brian Butler, and Susan Scott), Special Issue on Next-Generation IS Theories, 2018-2020. The special issue catalyzed significant attention to the topic from the global IS scholarly community; it received 173 extended abstracts followed by 57 full paper submissions.
- Associate Editor, *Information Systems Research*, 2012-2016
- Editorial Board Member for Special Issue “Strategic IT Alignment,” *Journal of Information Technology*, 2014

Service to International Academic Community

- Panel Member, Hong Kong Research Grants Council (RGC) - Business Studies Panel, 2021-2023
- Vice President, Association for Information Systems (AIS) China Chapter, 2013-
 - Played leadership role in Biannual Conference; Doctoral Consortium; Research Method Workshop, etc., hosted by the AIS China Chapter
- Executive Director, China Information Industry Association, 2016-
- Executive Director, China Information Economics Association, 2016-

Other Professional Service

- Track Co-Chair, 2020 International Conference on Information Systems (ICIS), India (“Governance, Strategy and Value of IS” track)
- Mentor, *MISQ* Virtual Author Development Workshop, August 15, 2020
- Program Co-Chair, the 24th Pacific Asia Conference on Information Systems (PACIS), Dubai, June 20-24, 2020

- Track Co-Chair, 2019 International Conference on Information Systems (ICIS), Munich, Germany (“Economics of IT” track)
- Mentor, Paper Development Workshop, Conf- IRM 2018, Ningbo, China, June 4, 2018
- Mentor, *MISQ* Reviewer Development Workshop, Seoul, South Korea, December 2017
- Track Co-Chair, 2017 International Conference on Information Systems (ICIS), Seoul, South Korea (“Strategy, Structure, and Organizational Impacts of IT” track), December 10-13, 2017
- Mentor, *MISQ/ISR* Author Development Workshop, Harbin Institute of Technology, July 5, 2017
- Mentor, *MISQ* Reviewer Development Workshop, Dublin, December 14, 2016
- Associate Editor, 2016 International Conference on Information Systems (ICIS), Dublin (“E-Business and E-Government” track), December 11-14, 2016
- Best Paper Nomination Committee, the 19th Pacific Asia Conference on Information Systems (PACIS), Singapore, July 6-9, 2015
- Faculty Mentor in Doctoral Consortium, the 19th Pacific Asia Conference on Information Systems (PACIS), Singapore, July 6-9, 2015
- Program Committee for the 17th International Conference on Electronic Commerce (ICEC 2015), Seoul, Korea, August 3-5, 2015.
- Program Committee, the 9th China Summer Workshop on Information Management (CSWIM 2015), Hefei, June 27-28, 2015.
- Track Co-Chair, 2014 International Conference on Information Systems (ICIS), Auckland, New Zealand (“IS Governance” track)
- Program Committee, the 8th China Summer Workshop on Information Management (CSWIM), Chengdu, 2014
- Associate Editor, 2013 International Conference on Information Systems (ICIS), Milan, Italy (“General Topics” track)
- Program Committee, the Sixth China Summer Workshop on Information Management (CSWIM), Beijing, June 30-July 1, 2012
- Track Co-Chair (Social Media and Business Impacts), the 17th Pacific Asia Conference on Information Systems (PACIS), 2013
- Associate Editor, International Conference on Information Systems, Orlando, Florida, December 16-19, 2012 (Conference Theme Track, Economics and Value of IS Track)
- Track Chair (Social Media), the 16th Pacific Asia Conference on Information Systems (PACIS), Hochiminh City, Vietnam, July 11-15, 2012
- Associate Editor, International Conference on Information Systems (ICIS), Shanghai, China, December 4-7, 2011

- Program Committee, Conference on Information Systems and Technology (CIST), Charlotte, November 12- 13, 2011.
- Program Committee, China Summer Workshop on Information Management (CSWIM), Wuhan, June 25-26, 2011
- Program Committee, the 9th Workshop on E-Business (WEB 2010), Saint Louis, December 11, 2010
- Program Committee, the 10th International Conference on Electronic Business, Shanghai, China, December 1-4, 2010
- Program Committee, INFORMS Conference on Information Systems and Technology (CIST), Austin, TX, November 6-7, 2010
- Track Co-Chair (IT Adoption/Diffusion), the 14th Pacific Asia Conference on Information Systems (PACIS), Taipei, Taiwan, July 9-12, 2010
- Program Committee, China Summer Workshop on Information Management (CSWIM), Wuhan, June 26-27, 2010
- Program Committee, INFORMS Conference on Information Systems and Technology (CIST), San Diego, CA, October 10-11, 2009
- Procedure Committee, IEEE Symposium on Advanced Management of Information for Globalized Enterprises (AMIGE), 2008
- Procedure Committee, China AIS Conference, 2007
- Program Committee, China Summer Workshop on Information Management (CSWIM), 2007
- Program Committee, INFORMS Conference on Information Systems and Technology (CIST), 2004
- Ad-hoc Reviewer (*MIS Quarterly, Information Systems Research, Management Science, Journal of MIS, Production and Operations Management, Journal of the AIS, Journal of Operations Management, European Journal of Information Systems, IEEE Transactions on Engineering Management, Decision Support Systems, Journal of Information Technology, Telecommunications Policy, OMEGA, Journal of Systems Science and Systems Engineering, Information Systems Journal, International Journal of Management Reviews, International Journal of Production Economics, International Journal of Technology Management, Journal of Engineering & Technology Management, Communications of the AIS, Electronic Commerce Research and Applications, Emerging Markets Finance and Trade, Information Systems and e-Business Management, Journal of the Asia Pacific Economy, Cyber Psychology and Behavior, Chinese Journal of Communications*)