

SURENDRA SARNIKAR

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EDUCATION

Doctor of Philosophy, May 2007

The University of Arizona - Tucson, Arizona USA
Major: Management Information Systems (MIS)
Minor: Mathematics

Master of Science, December 2002

The University of Arizona - Tucson, Arizona USA
Major: Management Information Systems (MIS)

Bachelor of Engineering, May 1999

Osmania University, Hyderabad - India
Major: Civil Engineering

AREAS OF INTERESTS

- Analytics
 - Information Retrieval, Text Mining, Data Mining, Decision Support Systems, Predictive Analytics
- Information System Design
 - Socio-Technical Design, Design Science Research, Knowledge Management Systems, Workflows, Databases, Systems Analysis and Design
- Healthcare Informatics
 - Healthcare Analytics, Health Information Systems, Electronic Medical Records, Clinical Decision Support, Mobile Health and Self-care Technologies

HONORS AND AWARDS

- Nominated for best paper award at HICSS 2014
- *Merill D. Hunter Award for Excellence in Research*, Dakota State University, 2013
- Received best paper award (runner up) at ICIS 2012
- Received best paper award at HICSS 2010
- Nominated for a best paper award at AMCIS 2004
- Selected to participate in the Doctoral Consortium at AMCIS 2005
- Received a Graduate Scholarship for the best performance in the Ph.D. Core Exam, 2003
- Recipient of Graduate Scholarships in 2003-04 and 2004-05
- Sun Certified Programmer for Java 2 Platform

RESEARCH AND PROFESSIONAL EXPERIENCE

Associate Professor, Department of Management, September 2016 – Present
California State University East Bay, Hayward, CA

- Taught courses in graduate Business Analytics and undergraduate Information Technology Management programs
- Conducted research and scholarly activities in areas of interest

Associate Professor of Information Systems, August 2012 – August 2016
Dakota State University, Madison, SD

- Helped in development of a new Masters program in Analytics in collaboration with South Dakota State University's Mathematics and Statistics Department
- Serve as faculty co-advisor to AIS Information Systems student chapter
- Serve as graduate coordinator for D.Sc. and MS in Information Systems Program
- Taught graduate courses on campus, online and hybrid environments
- Advised and supervised graduate students in research and dissertation work
- Conducted research and scholarly activities in areas of interest

Assistant Professor of Information Systems, January 2007-July 2012
Dakota State University, Madison, SD

- Played key role in curriculum development and assessment plan of the Doctorate of Science (IS) program.
- Taught graduate courses on campus, online and hybrid environments
- Advised and supervised graduate students in research and dissertation work
- Conducted research and scholarly activities in areas of interest

Various Positions, Fall 1999 - Fall 2006
The University of Arizona, Tucson, Arizona

Research Associate, Eller College of Management, 10Blade Technologies Project

- Consultant for information exchange in heterogeneous technology environments
- Analyzed web service enabled business model for data exchange between disparate hospital systems

Research Associate, Critical Path Institute, Tucson, AZ

- Consultant for Community Pharmacy Safety Network Project. Explored technical solutions and analyzed organizational issues, stakeholder interests, data privacy and compliance issues in implementing a data exchange mechanism between community pharmacies, government and quality improvement organizations
- Lead a team of graduate students in developing a prototype web-based workflow and decision support system

Graduate Associate, Department of MIS, University of Arizona, Tucson, AZ

- Designed and developed conference website and event registration application
- Teaching associate for graduate course

Research Assistant, Steward Observatory, University of Arizona, Tucson, AZ

- Project Manager for a Learning Management System for Astronomy Department

- o Lead a team of graduate and undergraduate students in design and development of a web based course management system and learning support system for undergraduate science education

Programmer, Department of Civil Engineering, University of Arizona, Tucson, AZ

- o Developed engineering software for simulating ground water flow and soil behavior

PUBLICATIONS

Refereed Research Publications

1. Bishop, D., Deokar, A. and **Sarnikar, S.** (2016) “On Understanding Preferences for Agile Methods among Software Developers” *Information Resources Management Journal* 29(3) pp 12-36.
2. Hume, S., Aerts, J., **Sarnikar, S.** and Huser, V. “Current Applications and Future Directions for the CDISC Operational Data Model Standard: A Methodological Review” *Journal of Biomedical Informatics* Vol 60, pp 352-362.
3. Brooks, P., El-Gayar, O., and **Sarnikar, S.** (2015) “A Framework for Developing a Domain Specific Business Intelligence Maturity Model: Application to Healthcare” *International Journal of Information Management* , 35(3) pp 337-345
4. Pinaire, K. and **Sarnikar, S.** (2015) “A Quantitative Approach to Identify Synergistic IT Portfolios”, *Annals of Information Systems* Vol 18, pp 135-156.
5. Bukralia, R. Deokar, A. and **Sarnikar, S.** (2015) “Using Academic Analytics To Predict Dropout Risk In E-learning Course” *Annals of Information Systems* Vol 18, pp 67-93.
6. Harb, Y., Noteboom, C. and **Sarnikar, S.** (2015) “Understanding and Evaluating Project Characteristics for Selecting the Best-fit Agile Software Development Methodology” *Journal of the Midwest Association for Information Systems* 1(1).
7. **Sarnikar, S.** Zhang, Z. and Zhao, J. (2014) “Context-Sensitive Prediction of Query Performance for Effective Query Routing in Domain Specific Repositories” *Journal of Association for Information Science and Technology* , 65(8) pp 1597-1614
8. Deokar, A. and **Sarnikar, S.** (2014) “Understanding Process Change Management in Electronic Health Record Implementations”, *Information Systems and e-Business Management* 1–34. article. <https://doi.org/10.1007/s10257-014-0250-7>
9. Dittman, D., Hawkes, M., Deokar, A. and **Sarnikar, S.** (2011) “Improving Virtual Team Collaboration Outcomes Through Collaboration Process Structuring.” *The Quarterly Review of Distance Education Journal* 11 (4).
10. Wills, M., **Sarnikar, S.**, El-Gayar, O.F., and Deokar, A. (2010) “Clinical Knowledge Management Systems: Literature Review and Research Issues for Information Systems”, *Communications of the Association for Information Systems*, 26(1).
11. **Sarnikar, S.** and Zhao, J.L. (2008) “Pattern-Based Knowledge Workflow Automation: Concepts and Issues” *Information Systems and E-Business Management*, 6(4), pp 385-402.
12. **Sarnikar, S.** and Gupta, A (2007) “A Context-Specific Mediating Schema Approach for Information Exchange between Heterogeneous Hospital Systems” *International Journal of Healthcare Technology and Management*, 8 (3/4).
13. Gupta, A., Woosley, R., Crk, I. and **Sarnikar, S.** (2007) “ An Information Technology Architecture for Drug Effectiveness Reporting and Post-Marketing Surveillance”, *International Journal of Healthcare Information Systems and Informatics*, 2(3).

14. Kalyanpur, A., Latif, F., Saini, S. and **Sarnikar, S.** (2007) "Inter-organizational E-Commerce in Healthcare Services: The Case of Global Teleradiology", *Journal of E-Commerce in Organizations*, 5(2).

Conference/Workshop Proceedings Publications

1. Harb, Y., **Sarnikar, S.** and Noteboom, C. (2016) An Exploration of the Impact of EMR Capabilities on Hospital Quality Measures in U.S. Proceedings of the 49th Annual Hawaii International Conference on System Sciences. Kauai, Hawaii.
2. Harb, Y., **Sarnikar, S.** and El-Gayar, O. (2015) "SenseCluster for Exploring Large Data Repositories", *Proceedings of the 48th Annual Hawaii International Conference on System Sciences*. Kauai, Hawaii.
3. **Sarnikar, S.**, El-Gayar, O. and Wahbeh, A. (2014) "A Process Model for Eliciting Requirements of Socio-technical Systems", Proceedings of Americas Conference on Information Systems (AMCIS), Savannah, GA, August 7-9, 2014.
4. Noteboom, C., Motorny, S., Qureshi, S. and **Sarnikar, S.** (2014) "Meaningful Use of Electronic Health Records for Physician Collaboration: A Patient Centered Health Care Perspective" *Proceedings of the 47th Annual Hawaii International Conference on System Sciences*. Big Island, Hawaii (**Nominated for Best Paper Award**)
5. Pinaire, K. and **Sarnikar, S.** (2013) "A Quantitative Approach to Identify Synergistic IT Portfolios", *Proceedings of the 2013 Pre-ICIS SIGDSS Workshop*, Milan, Italy.
6. Motorny, S. and **Sarnikar, S.** (2013) "Design of an Intelligent Patient Decision Aid Based on Individual Decision Making Styles and Information Need Preferences", *Proceedings of the 2013 Pre-ICIS SIGDSS Workshop*, Milan, Italy.
7. Brooks, P., El-Gayar, O. and **Sarnikar, S.** (2013) "Towards a Business Intelligence Maturity Model for Healthcare" *Proceedings of the 44th Annual Hawaii International Conference on System Sciences*. Maui, HI, January 7-10, 2013.
8. El-Gayar, O., **Sarnikar, S.** and Wahbeh, A. (2013) "On the Design of IT-enabled Self-care Systems: A Socio-technical Perspective" *Proceedings of the 44th Annual Hawaii International Conference on System Sciences*. Maui, HI, January 7-10, 2013.
9. Weist, P., **Sarnikar, S.** and El-Gayar, O. (2013) "Aligning IT Assets to Maximize Healthcare Organizational Performance" *Proceedings of the 44th Annual Hawaii International Conference on System Sciences*. Maui, HI, January 7-10, 2013.
10. Pinaire, K. and **Sarnikar, S.** (2012) "Identifying Optimal IT Portfolios to Promote Healthcare Quality" *Proceedings of the International Conference on Information Systems*, Orlando, Florida, Dec 16-19, 2012. (**Best Paper Award- Runner Up**)
11. Sharma, M. and **Sarnikar, S.** (2012) "DECIPHER: Database Environmental Change Impact Prediction for Human-Driven Tuning Efforts in Real-Time" *Proceedings of the International Conference on Information Systems*, Orlando, Florida, Dec 16-19, 2012.
12. Deokar, A. V. and **Sarnikar, S.** (2012) "Understanding Process Change Management in Health IT Implementations," in *Proceedings of the 2012 Workshop on Business Process and Services*, Orlando, FL, December 15th.
13. Tomasura, M. and **Sarnikar, S.** (2012) "A Multi Perspective Inter-Disciplinary Communication System for Business Intelligence System Design and Development" *Proceedings of the 43rd Annual Meeting of the Decision Sciences Institute (DSI)*. San Francisco, CA, Nov 17-20.
14. Brust, C. and **Sarnikar, S.** (2011) "A Simulation-based Decision Model for Cloud Computing Architectures in Healthcare Organizations" *Proceedings of the 42nd Annual Meeting of the Decision Sciences Institute (DSI)*. Boston, MA, Nov 19-22.

15. Brust, C. and **Sarnikar, S.** (2011) "Decision Modeling for Healthcare Enterprise IT Architecture Utilizing Cloud Computing" *Proceedings of the AIS Americas Conference on Information Systems (AMCIS 2011)* Detroit, MI, August 5-7, 2011.
16. Wills, M., El-Gayar, O. and **Sarnikar, S.** (2011) "Beyond Meaningful Use: A Model for Evaluating Electronic Health Record Success" *Proceedings of the 44th Annual Hawaii International Conference on System Sciences*. Kauai, HI, January 4-7, 2011.
17. Heidelberg, C. El-Gayar, O. and **Sarnikar, S.** (2011) Online Health Social Networks and Patient Health Decision Behavior: A Research Agenda. *Proceedings of the 44th Annual Hawaii International Conference on System Sciences*. Kauai, HI, January 4-7, 2011.
18. Pinaire, K and **Sarnikar, S.** "Evaluating the Impact of Health Information Technology on Quality" (2011). MWAIS 2011 Proceedings. Paper 6.
19. **Sarnikar, S.** (2010) "Using Simulation and Data Envelopment Analysis for the Design of Efficient Healthcare Workflows", *Proceedings of the 5th INFORMS Workshop on Data Mining and Health Informatics*, Austin, TX November 6th, 2010.
20. Heidelberg, C. and **Sarnikar, S.** (2010) "Identifying Social Topic Space Through Network Analysis of Online Discourse" In *Proceedings of the PAKDD Workshop on Knowledge Discovery for Rural Systems (KDRS 2010)*, Hyderabad, India, June 21, 2010.
21. Brust, C., **Sarnikar, S.** and El-Gayar, O. (2010) "Grid Computing in a Healthcare Environment: An AHP-based Framework for Enterprise Architecture and Design" *Proceedings of the 41st Annual Meeting of the Decision Sciences Institute (DSI)*. San Diego, CA, Nov 20-23.
22. El-Gayar, O.F., **Sarnikar, S.** and Wills, M. (2010) "A Cyberinfrastructure Framework for Comparative Effectiveness Research in Healthcare" *Proceedings of the 43rd Annual Hawaii International Conference on System Sciences*, Kauai, HI, January 5-8, 2010. **(Received Best Paper Award)**
23. **Sarnikar, S.** and Deokar, A. (2010) "Knowledge Management Systems for Knowledge Intensive Processes: Design Process and an Illustrative Example" *Proceedings of the 43rd Annual Hawaii International Conference on System Sciences*, Kauai, HI, January 5-8, 2010.
24. Moran, M., Heidelberg, C., **Sarnikar, S.** and Bennett, D. "Electronic Health Records: Rural survey results" (2010). MWAIS 2010 Proceedings. Paper 15.
25. **Sarnikar, S.** and Deokar, A. (2009) "Towards A Design Theory for Process-based Knowledge Management Systems" *Proceedings of the International Conference on Information Systems*, Phoenix, Arizona, Dec 15-18, 2009.
26. Aljafari, R. and **Sarnikar, S.** (2009) "A Framework for Assessing Knowledge Sharing Risks in Inter-Organizational Networks", *Proceedings of the AIS Americas Conference on Information Systems (AMCIS 2009)*, San Francisco, August 6-9, 2009.
27. Bennett, D., Broekhuis, A., Brooks, P., Carmody, P., DeWald, K. and **Sarnikar, S.** "Panel Report on Information Technology in Healthcare: Opportunities and Challenges" (2009). MWAIS 2009 Proceedings. Paper 5.
28. Weist, P., El-Gayar, O.F., and **Sarnikar, S.** (2008) "A Knowledge-base Architecture for Model Translation" *Proceedings of the 39th Annual Meeting of the Decision Sciences Institute (DSI)*, Baltimore, Maryland November 22-25, 2008.
29. Heidelberg, C. and **Sarnikar, S.** "Knowledge Flow in Online Communities: A Study of the Relationship Between Knowledge Complexity, Online Collaboration, and Knowledge Flow" (2008). MWAIS 2008 Proceedings. Paper 13.
30. Hu, D., **Sarnikar, S.** and Zhao, J.L. (2007) "Towards a Process-driven Intelligent Forum System for Efficient Organizational Knowledge Transfer" *Proceedings of the International Conference on Information Systems*, Montreal, Canada, Dec 9-12, 2007
31. **Sarnikar, S.** and Zhao, J.L. (2007) "On Statechart based Modeling of Knowledge Workflows" *Proceedings of the 2007 Workshop on E-Business*, Montreal, Canada, December 9 2007

32. **Sarnikar, S.** and Zhao, J. L. (2007) "Automating Knowledge Flows by Integrating Workflow and Knowledge Discovery Techniques", *Proceedings of the 2007 Winter Conference on Business Intelligence*, Salt Lake City, UT, February 22-24, 2007.
33. **Sarnikar, S.**, Zhang, Z. and Zhao, J. L. (2007) "Predicting Query Performance in Domain-Specific Corpora", *Proceedings of the 40th Annual Hawaii International Conference on System Sciences*, Waikoloa, HI, January 3-6, 2007.
34. **Sarnikar, S.** and Zhao J.L. (2006) "A Pattern-based Approach to Automating e-Business Knowledge Flows", *Proceedings of the Fifth Workshop on e-Business (WeB'06)*, Milwaukee, WI, December 9th, 2006.
35. **Sarnikar, S.** and Zhao, J.L. (2006) "Task-Centric Document Recommendation via Context-Specific Terms", *Proceedings of the 2006 AAAI Workshop on Modeling and Retrieval of Context*, Boston, MA, July 16-17, 2006.
36. **Sarnikar, S.** and Zhao, J. L. (2005) "A Bayesian Framework for Just-in-Time Knowledge Delivery", *Proceedings of the Fourth Workshop on e-Business (WeB'05)*, Las Vegas, NV, December 10, 2005.
37. **Sarnikar, S.**, Zhao, J. L. and Gupta, A. (2005) "Medical Information Filtering Using Content-based and Rule-based Profiles", *Proceedings of the Americas Conference on Information Systems (AMCIS'05)* Omaha, NE, August 11-14, 2005.
38. **Sarnikar, S.**, Zhao, J. L. and Kumar, A. (2004) "Organizational Knowledge Distribution: An Experimental Evaluation", *Proceedings of the Americas Conference on Information Systems (AMCIS'04)* New York, NY, August 5 - 8, 2004. (**This paper was nominated for best paper award**).

Edited Book

1. Sarnikar, S., Bennett, D., & Gaynor, M. (2013). Cases on Healthcare Information Technology for Patient Care Management (pp. 1-349). doi:10.4018/978-1-4666-2671-3

Book Chapters

1. Aljafari, R., and Sarnikar, S. (2012). "A Risk Assessment Framework for Inter-Organizational Knowledge Sharing," in *Knowledge Management and Drivers of Innovation in Services Industries*, P. O. d. Pablos and M. Lytras (eds.), IGI Global Inc.: Hershey, PA.
2. Sarnikar, S., and Zhao, J. L. (2012). "Extending Workflows for Knowledge Flow Automation", in *Business Enterprise, Process and Technology Management: Models and Applications*, V. Shankararaman, J. Zhao and J. Lee (eds.), IGI Global: Hershey, PA.
3. Bukralia, R., Deokar, A. V., Sarnikar, S., and Hawkes, M. (2011). "Using machine learning techniques in student dropout prediction," in *Cases on Institutional Research*, H. Burley (ed.), IGI Global, pp. 117-131.

Posters, Presentations and System Demo's

1. Tomasura, M. and Sarnikar, S. (2013) "Enhanced BI Design Processes with a Multi-Perspective Collaboration Tool", The Twelfth Workshop on E-business (WEB 2013), Chicago, Illinois.
2. Sarnikar, S. El-Gayar, O., and Harb, Y. (2013) "A Query Clustering System for Information Discovery and Retrieval from Large Data Repositories for Healthcare" The Twelfth Workshop on E-business (WEB 2013), Chicago, Illinois.
3. Brooks, P., El-Gayar, O. and Sarnikar S. (2011) "A Patient-Centered Information System Design for Health Behavior Modification: Personal Health Record Design for Diabetes Self-Management" Symposium on Healthcare Advancements in Research and Practice (SHARP 2.0), Moorhead, MN, April 28-29, 2011

4. Deokar, A. and Sarnikar, S. (2011) "Managing process change in health IT implementations", Symposium on Healthcare Advancements in Research and Practice (SHARP 2.0), Moorhead, MN, April 28-29, 2011
5. Sarnikar, S. and El-Gayar, O (2011) "A Query Classification System for Organizing and Satisfying Clinician Information Needs from a Clinical practice Data warehouse" Winter Conference on Business Intelligence, Salt Lake City, UT, March 10-12, 2011.
6. Weist, P. and Sarnikar, S. (2010) "Prioritizing IT Requirements for Multi-Stakeholder Project", Workshop on Information Technologies and Systems, St Louis, MO, December 11-12, 2010.
7. Aljafari, R., Sarnikar, S. and Vemula, S. (2009) "Risk Assessment Tool For Knowledge Sharing In Inter-organizational Networks", Workshop on Information Technologies and Systems, Phoenix, AZ, December 14-15, 2009.
8. Sarnikar, S., and Murphy, M. (2009). A Preliminary Framework for Usability Analysis in Healthcare. *SIGHCI 2009 Proceedings*, Phoenix, AZ, December 14, 2009

TEACHING EXPERIENCE

College of Business and Information Systems, Dakota State University, Madison, SD

- INFS 614: Introduction to Research (Fall Semesters)
- INFS 868: Healthcare Informatics Research (Spring Semesters)
- INFS 834: Knowledge Management (Spring Semesters)
- INFS 805: Design Research (Fall Semesters)
- INFS 830: Decision Support Systems (Fall Semesters)
- INFS 890: Doctoral Research Seminar (Fall Semesters)
- INFS 792: Special Topics: Socio-Technical Design (Summer 2014)
- INFS 734: Client Server Technologies (Fall 2007)

Eller College of Management, University of Arizona, Tucson, AZ

- MIS 304: Using and Managing Information Systems (Winter 2005)
- MIS 111: Introduction to Computing (Winter 2004)
- MIS 528: Enterprise Workflow Systems (Teaching Associate, Fall 2006)
- MIS 507A: Information Systems Architecture (Teaching Associate, Spring 2005)
- MIS 531A: Data Structures and Algorithms (Teaching Associate, Fall 2003)

DISSERTATION AND PROJECT SUPERVISION

Doctoral Dissertation Committee Chair

- David Bishop, Fall 2014
- Monish Sharma, Spring 2013
- Ken Pinaire, Fall 2013
- Chuck Brust, Fall 2013
- Michael Tomasura, Fall 2013

- Patti Brooks, Fall 2013
- Rajeev Bukralia, Fall 2011
- Dawn Dittman, Fall 2010

SERVICE ACTIVITIES

University Services Activities

- Member, IS Curriculum, Assessment and Accreditation Committee, Fall 2015 - Present
- Member, University Curriculum Committee, Fall 2015 - Present
- Member, Graduate Council, Fall 2015 - Present
- Member, Promotion and Tenure Committee, Fall 2015 - Present
- Member, University Research Committee, Fall 2014 - Present
- Member, Faculty Development Committee, Fall 2014 - Present
- Member, DSU Faculty Search Committee, Spring 2014
- Member, D.Sc. IS Program Committee, Spring 2007 - Present
- Member, D.Sc. IS Admissions Committee, Spring 2006 - Present
- Member, D. Sc. IS Comprehensive Examination Committee, Fall 2008 - Present
- Member, MS IS Admissions Committee, Fall 2008 - Present
- Member, DSU Faculty Search Committee, Spring 2014, Spring 2012
- Member, DSU Faculty Search Committee, Spring 2012

Professional Service Activities

- **President-Elect**, (2015) AIS SIGHEALTH
- **Member**, (2014 - Present) IBM Analytic Skills Consortium
- **Track Co-Chair**, (2014) AMCIS Healthcare IS Track
- **Minitrack Co-Chair**, (2014) Business Process Intelligence, HICSS
- **Director of Communications** (2013-2011), Healthcare Information Management Systems Society, South Dakota Chapter
- **Member**, HIMSS (2011) Healthcare Information Management Systems Society Mobile Initiative Task Force and mHIMSS Usability Design Workgroup
- **Member**, (2011) HIMSS Task Force on Personal Health IT
- **Technical Workgroup Facilitator**, (2010 - 2008) South Dakota E-Health Collaborative
- **Moderator**, (2009) Panel on Challenges and Opportunities in Health Information Technology, MWAIS 2009
- **Local Arrangements Chair**, (2009) Midwest Association for Information Systems (MWAIS) Conference 2009
- **Reviewer for Journals**: ACM Transactions on Management Information Systems, Journal of Management Information Systems, Decision Support Systems, European Journal of Information Systems, IEEE Transactions on Services computing, Journal of Information Systems and E-Business Management, International Journal of Healthcare Technology Management,

International Journal of Healthcare Information Systems and Informatics, Information Systems Frontiers

- **Reviewer for Conferences:** Workshop on Information Technologies and Systems (WITS), International Conference on Information Systems (ICIS), Business Process Management Conference (BPM), Americas Conference on Information Systems (AMCIS), SIGMIS CPR conference, Hawaii International Conference on System Sciences (HICSS)

RESEARCH GRANTS

- NASA SD-EPSCoR Travel Grant “Automated Techniques for Efficient Dissemination of Science and Engineering Knowledge” in collaboration with Amit Deokar and Omar El-Gayar, \$4500, 2007
- DSU Center of Excellence and Office of Graduate Studies, Faculty Research Grants, Total \$2000, 2007-2008

PROFESSIONAL AFFILIATIONS

- Member, Association for Information Systems (AIS)
- Member, Association for Computing Machinery (ACM)
- Member, Healthcare Information Management Systems Society (HIMSS)
- Member, AIS Special Interest Group on Health Information Systems

REFERENCES

- Dr. Dorine Bennett
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- Dr. Ashish Gupta
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Associate Professor of Analytics & IS
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- Dr. Harry Jiannan Wang
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