

Highlights:

STEP launched	
Alumni Spotlight	3
Faculty News	4-5
Advisory Board	6
Contact	7

Fogelman College of Business and Economics, University of Memphis

The STEP program Launched

The Systems Testing Excellence Program (STEP) is a major interdisciplinary research initiative under the umbrella of the FedEx Institute of Technology with academic program support from the Fogelman College of Business and Economics.

The Department of Management Information Systems is leading this Program and is tasked with building up research and curricular competencies at the University of Memphis that will help position the university as a national and internationally recognized thought leader in the science of systems testing.

The Program defines systems testing as a strategic and interdisciplinary area of interest encompassing all aspects of the testing of business systems including hardware testing, software testing, requirements testing and the testing of business rules.

At a theoretical level it encompasses all forms of validation and verification of business applications using a systems thinking approach to ensure the successful development and application of technology in business.

The first meeting held to launch the STEP program was in November 2006

“Systems testing is taken more seriously now than it was in the past”



Dr. Richardson's Research Published in Decision Support Systems



Dr. Richardson

Dr. Sandi Richardson has had a research paper entitled "Theoretical Principles for Knowledge Management System Design: Application to Bipolar Disorder," accepted for publication in Decision Support Systems. It will appear in the current issues (December 2006). The paper builds on the philosophies of Churchman's inquiring systems and Habermas' critical theory to develop the notion of Churchmanian-Habermasian knowledge management

systems (CHKMS) and principles for their design. The design principles involve a strong emphasis on ethical behavior and are especially appropriate for use in health care contexts. The principles are illustrated by applying them to management of knowledge concerning pediatric bipolar disorder. The research is co-authored with Dr. James Courtney and Dr. John Haynes, both from the University of Central Florida

Dr. Poston Publishes in Journal of Organizational and End User Computing

Dr. Robin Poston and Dr. Cheri Speier of Michigan State University have had their paper titled "Knowledge Management Systems Usage: Rating Scheme Validity and the Effort-Accuracy Trade-Off" accepted to the Special Issue of "Interacting with Knowledge Management Systems" in Journal of Organizational and End User Computing. The paper discusses how people often seek input from others when solving complex problems and knowledge management systems (KMSs) support this activity by

providing a computer-mediated approach to information sharing. Most KMSs include rating schemes as part of the user interface designed to help users share information. This study examines how rating scheme validity influences how users trade-off search and evaluation effort for decision-making accuracy. Results provide insight into KMS user interface design and how end users efficiently and effectively use the knowledge in KMSs to make decisions.

Dr. Brooks Hosted by Peoples Friendship University of Russia

The Peoples Friendly University of Russia is hosting Dr. Lloyd Brooks during the period October 28 to November 5, 2006. He was invited to visit the university to present research

seminars to faculty and student groups. He will also be in discussions about collaborative academic and research program opportunities in information systems between the two universities.

Dr. Poston Receives the Fogelman College of Business and Economics 2005 Best Paper Award

Dr. Poston receives the award for a paper published in the field's top academic research journal, Management Information Systems Quarterly (MISQ). The paper focuses on how knowledge management systems facilitate the efficient and effective sharing of a firm's intellectual resources. To help users navigate

through the myriad of resources, these systems allow users to submit ratings to indicate the quality of specific content used. The paper described how content ratings and credibility indicators affect how well and how quickly users select alternatives. The findings suggest KMS users can easily fall victim to invalid content.

The paper focuses on how knowledge management systems facilitate the efficient and effective sharing of a firm's intellectual resources

Dr. Simon Publishes in MISQ Executive

Dr. Judy Simon had a research paper entitled "The Information Technology Workforce: Trends and Implications 2005-2008" published in the June 2006 issue of Management Information Systems Quarterly Executive (MISQE). The research was sponsored by the Society for Information Management and included seven core authors, as well as over a dozen other contributors to the project development. Senior executives in Information Technology

(IT) departments were interviewed about their current and future workforce trends and skill requirements. The study points out the challenge of transforming technically skilled entry-level hires into mid-level IT managers with strong business and project management skills. It also highlights the need for practitioner-academic collaboration to ensure appropriate development of IT professionals throughout their careers.



Dr. Simon

Dr. Poston and Dr. Gillenson have Research Paper Accepted for Publication in Information Systems Management

Dr. Poston and Dr. Gillenson in collaboration with Ms. Reynolds, an Assistant Professor of Health Information Management at the University of Tennessee Health Science Center had a research paper entitled "Technology Solutions for Improving Accuracy and Availability of Healthcare Records" accepted for publication in Information Systems Management special issue on "IT in

Healthcare." The paper summarizes the data accuracy and data availability problems that exist in managing healthcare records, and then develops technology solutions targeted to address these problems. The paper advocates the adoption of several specific technology solutions to complement the numerous national initiatives currently underway to improve the management of healthcare data.

Departmental Advisory Board Expanded to Include Regional Technology Management Leaders

Darryl Anderson	City of Memphis
Timothy Black	TruGreen-ChemLawn
Ken Brame	AutoZone
Ben Bryant, Jr.	Cook Systems International
Marco Chan	Business Process Matrix/SiriusConnect
Sue Conklin	Global Applications Development, Thomas & Betts
Lee Crump	Terminix
Sam Dillard	Harrah's Entertainment
Andy Field	International Paper
Andrew Fowler	Methodist Healthcare
Dennis Gonier	America Online
Mary Jo Greil	Carson Greil Group
Tim Harvey	Hilton Hotels
Douglas Hurley	University of Memphis
Robert Jackson, Jr.	Sedgewick Claims Management
Missy McCullough	Baptist Memorial Hospital
John Oglesby	ACH Food Companies
James Overstreet	Commercial Appeal
Randy Patey	Engineered Management Solutions
Linda Peppers	Memphis Light, Gas & Water
Rick Pride	Smith & Nephew
David L. Richter, PhD	Harrah's Entertainment
Patrick Ruckh	First Horizon National Corporation
Gurtej Sodhi	Crye-Leike Group
James Thannum	FedEx Services
John Threadgill	Morgan Keegan

Department Chair

Dr. Jasbir Dhaliwal
Fogelman Administration
Building, Room 300
Phone: (901) 678-4613
Email:
jdhaliwl@memphis.edu

**Undergraduate
Program Advisor**

Ms. Judith C. Brown
Fogelman Administration
Building, Room 228
Phone: (901) 678-4616
Email:
jbrown@memphis.edu

**Master's Program
Advisor**

Dr. Lloyd D. Brooks
Fogelman Administration
Building, Room 316
Phone: (901) 678-4651
Email:
lbrooks@memphis.edu

Ph.D. Program Advisor

Dr. Brian D. Janz
Fedex Institute of
Technology
Room 201
Phone: (901) 678-5526
Email:
bdjanz@memphis.edu

We're on the Web!

See us at:

<https://umdrive.memphis.edu/g-mis/www/>