John J. Sullivan III, Ph.D.

Curriculum Vitae

John J. Sullivan, III
7802 Bristol Park Drive
Apollo Beach, Florida 33572
jjsullivan@usf.edu

Employment - Academic
University of South Florida
Tampa, Florida
School of Information
Assistant/Associate/Professor of Instruction: August 2010 – present
- Director of Bachelor of Science in Information Science program (2019-present)
- Contributing faculty for developing the Bachelor of Science in Information Studies program
  - Developed the Program Assessment Plan
- Coauthor of the B.S. Information Studies concentration proposal for Web Development Technologies.
- The Project Management Experience: A highly selective, experiential, service-learning, course for fourth year Project Management students:
  - Fall 2018: Client organization – Tampa Bay Lightning
  - Spring 2019: Client organization – Freedom Boat Club
- Advisor for senior projects for Information Technology (College of Engineering) majors
- Project Management
- Web Page Design
- Web Design Technologies
- IT Programming Concepts
- Data Structures
- Object-Oriented Programming
- Database Concepts
- Intermediate Database
- Python for Informatics
- IT Program Design

Charleston Southern University
Charleston, South Carolina
School of Business
Assistant Professor/Lecturer: August 2003 – July 2009
- Database Management
- System Analysis and Design
- Information Systems Concepts
- Introduction to Management Science
- Principles of Management
- Advisor for senior projects for Computer Science majors
- SAP University Alliance Coordinator
- Introduction to Computer Science (C++)
- Introduction to Computers for Business Applications
- Introduction to Information Technology

University of Delaware
Newark, Delaware
Department of Computer and Information Sciences
Lecturer: August 2000 – August 2003 (temporary position)
- Introduction to Computer Science with Web Applications
- Introduction to Computer Science (C++)
- General Computer Science (C)

St. Francis Xavier University

John J. Sullivan III, Ph.D.

Antigonish, Nova Scotia, Canada
Department of Information Systems
Assistant Professor: June 2000 - August 2000
Lecturer: August 1997 - June 2000
- Introduction to Computer Programming in C
- Computing and Business Applications
- Introduction to Statistics

Research
Research interests include operational reliability of complex systems with a focus on applying factors that are known to contribute to reliability in High Reliability Organizations (HROs) to other environments normally considered to be less capable. Application to Enterprise Resource Planning (ERP) projects is of particular interest. The long term goal is to develop a Pre-Mortem Framework, a predictive organizational assessment framework informed by known contributors to operational reliability. The practical benefit of such a framework is to provide:

- an organizational assessment of readiness to undertake strategic initiatives (i.e. ERP),
- identified factors in the organizational environment that are known to threaten project/operational objectives,
- predictive key performance indicators (KPI), and
- an opportunity to preemptively implement corrective measures for operational shortcomings.

As part of the long term research, the objective is to include an ongoing undergraduate research component that provides students with real world experience under the mentorship of trusted academic advisors. Known as "The Project Management Experience", students gather and analyze data, and present their recommendations to managers in a professional setting.

Peer-Reviewed Publications
Walczak, Steven and Sullivan, John J. (2017), "In Their Words: Classifying Organizational Reliability from Employee Speech", *International Journal of Business Environment.*

Sullivan, John J. (2014), "Modeling Operational Reliability: The Discovery of the Organizational Learning Loop", *Journal of Business and Economics*.

Sullivan, John J. and Beach, Roger, (2012), "Making Organizational Learning Work: Lessons from a High Reliability Organization", *International Journal of Business Intelligence Research*.

Sullivan, John J. and Beach, Roger, (2009), "Improving Project Outcomes through Operational Reliability: A Conceptual Model", *International Journal of Project Management*.

Chapters in Books
Sullivan, John J.; Wyeth, Mela; and Chumney, Wade (2006). "Developing a Practical Framework for ERP Project Implementation: A Proposed Research Design", Chapter in Tjoa, A. Min; Xu, Li: and Chaudbry, Sohail (Editors). Research and Practical Issues of Enterprise Information Systems, Springer Science + Business Media, New York, NY.

Sullivan, John J.; Wyeth, Mela; and Chumney, Wade (2006). "PreMortem: Designing Predictive Assessment Models for ERP Project Implementations", Chapter in Hunter, M. Gordon and Dhanda, Kathy (Editors). Grand Challenges in Business and Information Management Processes, The Information Institute, Las Vegas, Nevada.

Sullivan, John J. and Beach, Roger (2004). "A Conceptual Model for Systems Development and Operation in High Reliability Organizations," Chapter in Hunter, M. Gordon and Dhanda, Kathy (Editors). Information Systems: Exploring Applications in Business and Government, The Information Institute, Las Vegas, Nevada.

Peer-Reviewed Proceedings
European Conference on Management, Leadership and Governance, (2011), Sullivan, John J. and Beach, Roger, "Making Organizational Learning Work: Lessons from a High Reliability Organization."

Southern Association of Information Systems Conference (2009), Sullivan, John J. and Hunter, M. Gordon, "Understanding the Principles of High Reliability in Health Care Systems: A Proposed Research Design."

International Conference on Information Resource Management, (2008), Sullivan, John J., Boyle, Todd A., Scherrer-Rathje, Maike, "Towards a Framework for Balancing Enterprise Systems Flexibility"

International Conference on Information Resource Management, (2008), Sullivan, John J., Wyeth, Mela, Chumney, Wade M., "Developing the ERP Pre-Mortem Framework:
Addressing the Debate Over Organizational Learning"

Charleston Connections Conference, (2007), Chumney, Wade M. and Sullivan, John J., "Virtual Learning Environments: Methodologies to Enhance Learning Outcomes"

Charleston Connections Conference, (2007), Chumney, Wade M. and Sullivan, John J., "Virtual Legality: The Role of Copyright Law in the Online Environment"

Information Resource Management Association (IRMA) Conference (2007), Sullivan, John J.; Wyeth, Mela; and Chumney, Wade, "Pre-Mortem Factors for ERP Projects: Preliminary Findings"

ISOneWorld Conference (2006), Sullivan, John J.; Wyeth, Mela; and Chumney, Wade "Quantifying What Research Has Taught Us about ERP Projects: A Proposed Research Design"

Global Information Technology Management (GITM) Conference (2005), Sullivan, John J. and Beach, Roger, "A Classification System for Organizational Reliability with Complex Systems:
Applying a Conceptual Model"

ISOneWorld Conference (2003), Sullivan, John J. and Beach, Roger, "Understanding System Development and Operation in High Reliability Organizations: A Conceptual Model"

Americas Conference on Information Systems (AMCIS 2002), Sullivan, John J. and Beach, Roger, "Learning from High Reliability Organizations in the Development of ERP Systems: A Proposed Research Design"

Editorial Positions
International Journal of Project Organization and Management (2016-2018) peer reviewer.
The Learning Organization Journal, (2013-2017) peer reviewer.
International Conference on Management, Leadership and Governance, (2011-present) Committee member, peer reviewer, and Track Chair (2011).
European Conference on Management, Leadership and Governance, (2012-present) Committee member and peer reviewer.
International Conference on Information Systems (ICIS 2010) peer reviewer.
Southern Association of Information Systems Conference (2009, 2016) peer reviewer.
Editorial Review Board, Advances in Global Information Management Book Series (2007).
ISOneWorld Conference (2003) peer reviewer.
Americas Conference on Information Systems (AMCIS 2002) peer reviewer.
Administrative Sciences Association of Canada (ASAC 2001) peer reviewer.

Invited Guest Lectures
Sunshine State Teaching and Learning Conference (2017), St. Petersburg, Florida, "The Teaching Philosophy Statement as a Tool for Reflection and Improved Student Learning"

The Celebration of Teaching (2017), Academy for Teaching and Learning Excellence (ATLE), University of South Florida, Tampa Florida, "Effective Practices for Excellent Teaching"

Awards/Nominations
Innovative Education Special Project Fund Donation (2019), A University of South Florida student made a donation in my honor.

Outstanding Undergraduate Teaching Award (2016), School of Information, University of South Florida.

(Nominated) for university-wide Excellence in Teaching Award (2003) for the Department of Computer and Information Sciences, University of Delaware.

Service

The Project Management Experience – Developed, implemented, and taught a selective experiential, service learning course for senior undergraduate students. This course examines how organizations manage strategic projects in a real world setting. Students learn the fundamentals of professional appearance and behavior and are then immersed in a professional setting to observe and interact with a project in a client organization. The objective is to understand as much as possible about the governing dynamics of the project environment without becoming intrusive. Students gather and analyze data, and present their findings and recommendations to managers of the client organization. Throughout the process, students are expected to maintain appropriate professional behavior and appearance.

International Conference on Management, Leadership and Governance
- Conference Committee Member (2012-present)

European Conference on Management, Leadership and Governance
- Conference Committee Member (2011-present)
- Track Chair, Mini Track on Managing Intellectual Assets (2011)

Faculty Senate, Charleston Southern University (2006 – 2009)
- Chair (2008-2009)
- Vice Chair (2007-2008)

SAP University Alliance Coordinator, Charleston Southern University (2004 – 2008)
- Facilitated the membership application process for the university.
- Coordinate implementation of SAP content into Business and Computer Science curriculum.

Student counselor for post-9/11/2001 events, University of Delaware (2001)
- Part of a joint faculty-student body panel to discuss issues of student fear, grief, and crisis mitigation for members of the student body (2001).

Panelist, Network of Undergraduate Collaborative Learning Experiences for Underrepresented Scholars (NUCLEUS), University of Delaware (2000)
- An interdepartmental program in the College of Arts and Science for career counseling for minority students.

Certifications

USF Certified Online Educator (2016): completion of the Online Instructor Certification (OIC) course.

Education

Ph.D. Management of Information Systems (2007), University of Bradford, Bradford, England. <u>Transferable Success Factors from High Reliability Organizations to ERP Systems Applications</u>.

Master of Science, Information Systems Science (1992), Salve Regina University, Newport, Rhode Island.

Bachelor of Science, Business Management (1985), Salve Regina College, Newport, Rhode Island.

Employment - Industry

L-3 Communications, Inc., Unidyne Division, Middletown, Rhode Island
Quality Engineering Manager: (2009 –2010)

Support for Naval Undersea Warfare Center NUWC Code 1516 in managing the ISO 9001:2008 certified Quality Management System and the Technology Center for Cables and Connectors (TC3). Assisted government engineers and managers in areas such as program management, project planning, logistics, quality control, failure analysis, reliability engineering, and engineering support. Development and direction of short and long range plans, formulating, guiding and directing technical approaches, and coordinating efforts between various activities including Government and civilian personnel.

True North Information Systems, Portsmouth, Rhode Island
Founder and President, (1990-1997)

Business consultant services, including systems analysis and design, training, software development, strategic planning, product development and support services,

AT&T, Fairhaven, MA. (1997)

Associate Instructor for Initial Training Program for Customer Care Associates (CCA).

AT/SCAN Ltd. dba vertere, Middletown, RI. (1994-96)

Comprehensive redesign and rewrite of a Stockroom Management System.

Shawmut Bank, Boston, MA. (1993)

Designed and developed a database system to advertise and track activities surrounding repossessed commercial and residential real estate properties.

Philips Components Corporation, Slatersville, Rhode Island
Quality Systems Engineer, (1994)

Systems analysis, design, development, and training for Product Quality Management System.

Aquidneck Management Associates, Ltd., Newport, Rhode Island
Project Manager, Programmer Analyst, (1988-1994)

Limited and General Jurisdiction Court management system project manager. Design, development, and end user support of cross-platform, network-based, database system. Program support services for Department of Defense Weapon System and Test and Evaluation Programs. Design and development of financial, scheduling, and Foreign Military Sales tracking system software. Charter member of Technology Council to address company-wide MIS issues including near term and strategic MIS planning.

Vanguard Technologies, North Stonington, Connecticut
Office Automation Analyst, (1987-1988)

MIS feasibility study for the Army Research, Development, Test and Evaluation Center, Natick, MA. Program support services for weapon system development program for the Naval Underwater Systems Center, New London, Connecticut.

Gilbane Building Company, Landover, Maryland
Senior Regional Data Systems Coordinator, (1985-1987)

Responsible for the installation, maintenance, training, and administration of IBM System 36, Novell local area networks, and personal computers.

Professional Activities

Association for Information Systems (AIS) member