**Mary L. Lind, Ph.D; CISM**

**Education**

Ph.D. 1988 Kenan Flagler School of Business, University of North Carolina at Chapel Hill, Major: Business Administration, started degree in 1983

M.B.A. 1980 School of Business, University of North Carolina at Greensboro. Major: Organizational Behavior

B.S. 1972 Duke University. Major: Mathematics, Minor: Computer Science

CISM 2020 Certified Information Security Manager in process.

**Refereed Articles**

**2022** Sukur, A. and Lind, M. (2022) Enterprise architecture to achieve information technology flexibility and enterprise agility, *International Journal of Information Systems and Social Change*, in press.

**2021** Pontenila, S. and Lind, M. (2021). Does the employee use of smartphone at work correlate with the adherence intention to the information security policy, and the perceived ease of use and usefulness of the policy? *International Journal of Business Research and Information Technology*,8(1), in press.

**2021** Montero, J. and Lind, M. (2021) Determining business intelligence usage success, *International Journal of Computer Science and Information Technology*, 12(6), 45-67. DOI: 10.5121/ijcsit.2020.12604

**2020** Muller, S.R. and Lind, M. (2020). Factors in information assurance professionals’ intentions to adhere to information security policies*. International Journal of Systems and Software Security and Protection*, 11(1), 17-32. ISSN: 2640-4265 DOI: 10.4018/IJSSSP

**2019** Farr, L. and Lind, M. Motivating language and intent to stay in a backsourced Information Technology environment, *Journal of Global Information Management*, 27(3), 1-18. ISSN: 1062-7375  DOI: 10.4018/JGIM.2019070101

**2018** Stockham, M.and Lind, M.Digital natives, work values, and computer self-efficacy**.** *International Journal of Strategic Information Technolog*y and Applications**, 9(1),** 1-22**.** ISSN: 1947-3095 DOI: 10.4018/IJSITA

**2018** Yarborough, S. and Lind, M.**.** The effects of the strategic typology model and strategic alignment on the delivery capability of an IT Organization. *International Journal of Systems and Social Change*, 9(4), 58-80. ISSN: 1941-868X DOI: 10.4018/IJISSC

**2018** Geary, M. and Lind, M. Smart phone keyboard layout usability, International Journal of Technology and Human Interaction**,** 14, (4), 110-135.

**2017** Gilleo, W. and Lind, M. Adoption of cloud computing in firms to enable software as a service,

**I**nternational Journal of Operations Research and Information Systems, 6(4), 1-37. DOI: 10.4018/IJORIS.2016100101

**2016** Parry, V.K. and Lind, M.R. The relationship between effective information technology governance and project portfolio control, risk management, and business/information technology alignment in an organization. International Journal of Information Technology Project Management7(4), 21-37. ISSN: 1938-0232 DOI: 10.4018/IJITPM.2016100102

**2015** Ngoma, N.G. and Lind, M. (2015). Knowledge Transfer and Team Performance in Distributed Organizations. International Journal of Knowledge Based Organizations, 5 (2), 59-82. DOI: [10.4018/ijkbo.2015040104](https://doi.org/10.4018/ijkbo.2015040104)

**2013** Irizarry M. and Lind, M. System Frame Erasure Rate and Its Relationship to Perceived Call Quality in a Wireless Network: A Quantitative Analysis, *International Journal of Interdisciplinary Telecommunications and Networking*, 5(4), 21-52.

**2013** Lind, M. and Neiswander, P. Knowledge Workers Personal Knowledge Management Practices as Buffered by Absorptive Capacity, *Computer Technology and Application*, 4(4), 223-230.

**2013** Lind, M.R., Anyansi-Archibong, C, Akan, Obasi Perceptions of Productivity and Digital Ethics in Smart Phone Use in a Chinese Context, *International Journal of Cyber Ethics in Education*, 2(2), 34-43.

**2012** Alkibsi, S. and Lind, M. Service Quality Dimensions Within Technology-Based Banking Services, 2 (3), *International Journal of Strategic Information Technology and Applications*, 36-83.

**2011** Lind, M.R. and Culler, E. Information Technology Project Performance: The Impact of Critical Success Factors. ***International Journal of Information Technology Project Management***, 2(4), 14-25.

**2010** Pathak, J.and Lind, M.R. An E-Business Audit Service Model in the B2BContext, ***Information Systems Management*** (Special Issues on Servitizing IT), 27(2), 146-155..

**2010** Pathak,J, Lind,M., Abdolmohammadi, M. E-Commerce Audit Judgment Expertise: Does Expertise in System Change Management and Information Technology Auditing Mediate E-Commerce Audit Judgment Expertise**?”  *Informatica Economică* *Journal***, 14( 1), 5-16.

**2010** Smith, J. and Lind, M.R... Website Accessibility For Users with Visual Impairment, ***Information Systems Education Journal,*** 8(53**)**, 10-19.

**2009** Lind, M.R. and Anyansi-Archibong, C. Cross Cultural View of Wireless Media Usage, ***Journal of Information Systems Applied Research***, 2(7), 3-10.

**2008**  Lind, M.R. The Role of Wireless Communications in Temporary Team Formation. ***Information Systems Education Journal***, 6(51), 1-10.

**2007** Patkah, J. and Lind, M. Integrated Information Systems, SAS 94 & Auditors, ***Journal of Corporate******Accounting and Finance***, November/ December, 57-67

**2007** Lind, M. A De-Construction of Wireless Device Usage, **International Journal of Technology and Human Interaction,** 3(2), 34-44.

**2006** Sulek, J. Marucheck, A, and Lind, M. Measuring Performance in Multi-Stage Service Operations: An Application of Cause Selecting Control Charts, ***Journal of Operations Managemen****t*, 24(5), 711-727.

**2005** Sulek, J. and Lind, M. Fail-Safe Methods for Paratransit Safety, ***Journal of Public Transportation***, 8(4), 65-85.

**2004** Lind, M. An Exploration of the Distance Learning Classroom (Virtual Classroom), ***Learning Technology***, IEEE Computer Society, 6(4).

**2004** Pathak, J. and Lind, M. Audit Risk, Complex Technology, and Auditing Processes, ***EDP Audit, Control****,* ***and Security***, 31 (5), 1-9.

**2003** Lind, M. and Malone, C., Implementing SAS 94 in a Time of Increasing Information Technology Complexity for the Enterprise, **Interim Report**, NC Association of CPA's, spring.

**2002**  Lind, M.R Technological Innovation Pull, ***International Journal of Entrepreneurship and Innovation******Management***, 2(6), 584-588.

1. Lind, MR., An Exploration of Communication Channel Usage by Gender, ***Work Study***, 50(6), 269-275.
2. Lind, M.R E-Business Web Site Monitoring, ***Issues in Information System****s*, Special Issues on E-Business and Mass Customization… an Information Technology Revolution, Volume II, 255-260.

**2000**  Lind, M.R and Sulek, J. A Methodology for Forecasting Knowledge Work Projects, ***Computers and Operations Research*** special issue on Neural Networks for Business Applications, 27, 1153-1169.

**2000** Sulek, J. and Lind, M. A Systems Model for Evaluating Transit Performance, ***Journal of Public******Transportation***, 3(1), 29-47.

**1999** Lind, M.R. The Gender Impact of Temporary Virtual Work Groups, ***IEEE Transactions on Professional***

***Professional Communication***, 42(4), December, 1-10.

**1999** Lind, M. R. and Zmud, R. Improving Interorganizational Effectiveness through Voice Mail Facilitation of Peer-to-Peer Relationships, *Shaping Organization Form: Communication, Connection, and Community*" ed Gerardine DeSanctis and Janet Fulk (Eds.), 369-397, Sage Publications, CA. (*This is a reprint of the* ***Organization Science*** *article*).

**1999** Lind, M.R. and Sulek, J. Undersizing Software Systems, Third Versus Fourth Generation Software Development, ***European Journal of Information Systems***, 7, 261-268.

**1998** Lind, M., Reducing the Barriers to Interorganization Electronic Data Interchange, ***Electronic Markets***, Vol 1, Spring, 42-44.

**1997** Lind, M.R., A Replication of the Amount and Equivocality of Information Processing in Organizational Work Units, ***Work Study***, 46(5), September, 154-159.

**1996** Lind, M.R. Student Case Groups; Electronic Groups versus Face-to-Face Groups, ***Education & Training***, 38(6), November 6, 10-13.

**1996** Sulek, J., Lind, M.R., and Marucheck, A., The Impact of a Customer Service Intervention and Facility Design on Firm Performance, ***Management Science***, 41(11), in a January special issue on, "Service Quality Management," 1763-1773.

**1996** Sen. T., Dileepen, P., and Lind, M., Minimizing a Weighted Quadratic Function of Job Lateness in the Single Machine System, ***International Journal of Production Economics***, 42, 237-243.

**1995** Sulek, J., Lind, M.R., and Marucheck, A., Assessing the Outcomes of Quality Improvement Interventions: The Role of X Chart Methodology, ***International Journal of Quality and Reliability***, special issue "Quality Improvements in Manufacturing and Service Industries: Recent Trends and Perspectives," 12(9),

170-182.

**1995** Lind, M.R. and Zmud, R., Improving Interorganizational Effectiveness through Voice Mail Facilitation of Peer-to-Peer Relationships, ***Organization Science***, 6(4), 445-461, special issue on " Electronic Communication and Changing Organizational Forms.

**1994** Lind, M.R. and Sulek, J. A Dynamic Model for Organizational Change, ***IEEE Transactions on******Engineering Management***, November, 41(4), special issue on "Forty Years of Technology Management," 375-383.

**1994** Lind, M.R. and Zmud, R., Employee Information Processing Behaviors Before and After a Corporate Downsizing, ***The Information Society***, 10, 43-57.

**1993** Sulek, J., Lind, M., and Marucheck, A. The Impact of Service Design, Technology, and a Quality Intervention on Customer Satisfaction in Food Retailing. In R. Johnston and N.D.C. Slack, (Eds.),***Service Operations: The Design and Delivery of Effective Service Operations***, 125-130, Warwick Printing Company.

**1991** Lind, MR. and Zmud, R., The Influence of a Convergence in Understanding Between Technology Providers and Users on Technology Innovativeness, ***Organization Science***, 2(2), 195-217.

**1991** Zmud, R., Lind, M.R., and Young, F., An Attribute Space for Organizational Communication Channels, ***Information Systems Research***, 1(4), 440-457.

**1989**  Lind, M.R., Zmud, R., and Fischer, W., Micro-computer Adoption - The Impact of Organizational Size and Structure, ***Information and Management****,* 16, 157-162.

**1987** Lind, M.R., A Model of Organizational Communications,***Database***, 18(30), 4-12.

**Editorial Review Boards**

*International Journal of Applied Decision Sciences*, <http://www.inderscience.com/jhome.php?jcode=ijads#edboard>

*International Journal of Business Intelligence Research (IJBIR*), https://www.igi-global.com/journal/international-journal-business-intelligence-research/1168#editorial-board

**Articles in Edited Books**

**Reprint from article from a Framework for Addressing Ethics in the Digital Age ,ISECON Proceedings Vol. 28: Engleberg, D. and Wynn, E., and Roberts, M. (2014). THINK Interpersonal Communications ISA, Prentice Hall.**

**2008** Lind, M. A de-construction of wireless device usage. In **Information Communication Technologies: Concepts, Methodologies, Tools, and Applications**, ed, C.V.Slyke, 3489-3499. (Reprint of my 2007 article in the ***International Journal of Technology and Human Interaction***.)

**2006** Pollard, C, Basu, C., Palvia, P. Lind, M. (2006). Developing a Knowledge Portal to Encourage Global IS Collaborative Networks, **Encyclopedia of Portal Technologies and Applications**.

**Conference Proceedings**

**2021** Rossi, R, and Lind, M**.** The Influence of Business-IT Alignment Maturity and Agile Methodology on IT Project Success Under Conditions of Technological Turbulence, **Decision Sciences Institute**, Boston. Nov 22-25.

2021 Kebritchi, M., Shank, M., Schumacher, J., Entrekin, F. and Lind, M. (2021). Strategies for enhancing students' online work skills on the post pandemic: A mixed methods study. **AECT Conference** (Association for Educational Communications & Technology, Nov. 4-6, Chicago.

**2020** Pontenila, S.. and Lind, M. The Influence of Smartphone Use on Behavioral Intention Toward Information Security Policy in the Financial Industry, Proceedings of the **Decision Science Institute Abstract**, San Francisco. Nov 21-23, presentation.

**2019** Montero, J.. and Lind, M. Determining Business Intelligence Systems Usage Success Using the Delone and McLean Information Systems Success Model, Proceedings of the **Decision Science Institute**, New Orleans, LA. Nov 23-25, presentation

**2018 Lind**, M. Asymmetric Information Sharing in Dialysis Paratransit Using an Agency Approach, Proceedings of the **Decision Science Institute**, Chicago, Ill. Nov 17-19, presentation

**2017** Stockham, M. and Lind, M. Work values, generational difference as impacted by computer self efficacy, Proceedings of the **Decision Science Institute**, Washington, DC. Nov 21-25, 1161460-1-1161460-31.

**2016** Lind, M. and Farr, L (2016). Motivating language and intent to stay in a backsourced information technology environment. Presentation at **Decision Sciences Institute**, Austin, TX, Nov. 19-22**.**

**2015**  Lind, M. and Geary, M. A quasi-experimental study comparting smart phone keyboard layouts, Proceedings of the **Decision Sciences Institute**, Seattle, WA, Nov. 21-25.

**2013**  Ngoma, S, and Lind M. The Impact of Virtual Collaboration and Collaboration Technologies on Knowledge Transfer and Team Performance in Distributed Organizations, **Proceedings of The International Academy of Business and Public Administration Disciplines**, Las Vegas, Nevada, Oct 24-25, 644-663.

**2012 S**aldana, J. and Lind, M. Community behaviors among engineering communities of practice and their relationship with leadership, **Decision Sciences Institute**, San Francisco, CA Nov. 18-22, 2012, 21101 - 21131

**2012** Neiswander, P., M. and Lind, M. (2012) Knowledge workers’ personal knowledge management practices as buffered by absorptive capacity, ***International Conference on Information Resources Management Proceedings***, CONF-IRM 2012, Vienna, Austria, June 21-33, 2012.

**2011** Irizarry, M. and Lind, M. System Frame Erasure Rate and its Relationship to Perceived Call Quality in a Wireless Network: A Quantitative Investigation, **Decision Sciences Institute**, Boston, MA Nov. 18-22, 2011 featured session.

**2011** Lind, M. A framework for addressing ethics in the digital age, **ISECON Proceedings**, Wilmington, NC, 28( 1624), 1-4.

**2011** Alkibsi, S. and Lind, M. (2011). Customer Perceptions of Technology-based Banking Service Quality Provided by banks Operating in Yeman.  ***Proceedings of the European, Mediterranean and Middle Eastern Conference on Informaiton Systems. May 30-31, Athens, Greece, 468-486.***

**2009** Lind, M. and Culler, E. (2010). The Relationship Between Information Technology Critical Success Factors and Project Performance, ***Proceedings of the Conference on Information Systems Applied Research,*** Washington, DC, Nov 5-8.

**2009** Smith, J. and Lind, M.R.. (2010). Website Accessibility For Users with Visual Impairment, ***Proceedings of Information Systems Educators Conference,*** Washington, DC, Nov 5-8.

**2008** Lind, M. and Anyansi-Archibong, C. (2008). Factors Driving Handheld Wireless Media Usage. ***Proceedings of Conference on Information Systems in Applied Research***, Phoenix, AZ, November 6-9, online.

**2007** Lind, M. (2007) Temporary Student Team Formation, ***Proceedings of the Information Systems Education Conference***, Pittsburgh, PA; Nov. 1-4, online proceedings.

**2007** Lind, Mary R. (2007). Collective Team Identification in Temporary Teams, ***Proceedings of the 40th*** ***International Conference on System Sciences***, Waikoloa, HA, Jan. 3-6, 2007, online.

**2005** Sulek, J. and Lind, M. Failsafing Customer Service in Transit Operations***, Proceedings of the 36th Annual Meeting of the Decision Sciences Institute***, Nov. 19-22, San Francisco, CA, 17121 – 17126.

**2005** Group cohesion in virtual and face-to-face groups, ***Proceedings of the San Diego Systems Conference-2005***, July 7-10, 32-42.

**2003** Wireless Device Usage: Implications from Information Processing**, *Proceedings of the International Conference on Telecommunication Systems***, Oct. 2-5, Monterey, CA, 225-230.

**2002** Longitudinal Analysis of M-Business Usage Patterns, ***Proceedings of the Tenth International Conference on Telecommunication Systems***, Oct 3-6, Monterey, CA, 202-206.

**2000** Communication Channel Usage: Is there a Gender Difference? ***Proceeding of the 2000 Meeting of the***

***Americas Conference in Information Systems***, Long Beach, CA, 1688-1694

**1999** Improving Transit Service Quality Using Rider Input***, Proceedings of the 1999 Meeting of the Decision Sciences Institute,*** New Orleans, LA., Nov. 20-23, 1325-1327 (with J. Sulek).

**1999** The Relationship Between Trust and Cohesion in Temporary Knowledge Work Teams***, Proceedings of the 1999 Meeting of Americas Conference on Information Systems*,** Milwaukee, WI, Aug 13-15, 859-861.

**1998** Virtual Work Groups: Does Gender Matter?*,* ***Proceedings of the 1998 Meeting of the Americas Conference on Information Systems***, Baltimore, Maryland, August 15-17 (with S. White).

**1997** Organizations as Societies of Agents? Some Modeling Considerations***, Proceedings of the 1997 Meeting of the Americas Conference on Information System***s, Indianapolis, Indiana, August 15-17, 83- 85 (with R. Krovi).

**1997** The Impact of Mindlessness-Mindfulness on Information Processing***, Proceedings of the 1997 Meeting of the Americas Conference on Information System***s, Indianapolis, Indiana, August 15-17, 122-124 (with R. Krovir).

**1996** Assessing Quality in Multistage Service Operation***, Proceedings of the 1996 Meeting of the Decision Sciences Institute***, Orlando, November, 1996 (with J. Sulek and A. Marucheck).

**1996** The Impact of EDI on a Hybrid Governance Structure***, Proceedings of the Americas Conference on Information Systems***, Phoenix, AZ, August 16-18, 1996, 294-296.

**1995** Improving Service Quality Through Customer Input**, *Proceedings of the 1995 Meeting of the Decision Sciences Institut***e, Boston, November, 1995, 1590-1592, (with J. Sulek).

**1995** The Impact of Telecommuting (The Virtual Office) on Transit Management, ***Proceedings of the ITS America 1995 Annual Conferenc***e, March 15-17, Washington, DC (with J. Sulek).

**1995** The Effectiveness of Electronic Work Groups for Student Case*s*, ***Proceedings of the Association for Information Systems Americans Conference on Information Systems***, August 25-27, 1995, Pittsburgh, PA, 606-608.

**1994** Systems Approach to Providing Quality, ***Proceedings of the 1994 Meeting of the Decision Sciences Institute*,** Honolulu, Hawaii, November 20-22, 2070-2072, 1994.

**1994** Minimizing Weighted Quadratic Function of Job Lateness in the Single Machine System, ***1994 Proceedings of the Decision Sciences Institute***, March 29 - April 2, Wailea, Maui, Hawaii, 36-38, (with Tapan Sen).

**1993** Results-Driven Quality Interventions in Service Operations,  ***Proceedings of the 1993 Decision Science Institut***e**,** November 21-23, 1993, 1719-1721, (with J. Sulek and A. Marucheck).

**1989** Big River Bank**, *Southeast Case Research Association Proceedings***, October 10-12, 1993, Myrtle Beach, SC, 48 (with M. Carrison and J. Sulek).

**1989** Panel Chair for The impact of voice mail, electronic mail, facsimile, and electronic bulletin boards on organizational performance, Panel members: Chris Sullivan (Florida State University), Charles Steinfeld (Michigan State University), Lynne Markus (University of California, Los Angeles).

**1987** Facilitating end‑user computing, ***Proceedings of the 1987 Meeting of the Decision Science Institute***, Boston, Mass., November 23‑35, 1987, 303‑305.

**1987**  Interlocking IS with the organization, ***Proceedings of the Sixth Annual Information Education Conference*,** October 31‑November 1, 1987, San Francisco, Ca., 329‑336.

**1985** Linking mechanisms supporting end‑user computing, ***Proceedings of the Twenty‑First Annual Computer Personnel Research Conferenc***e, May 2‑3, 1985, Minneapolis, Minnesota, 74‑80 (with B. Zmud).

**Positions Held in Professional Organizations**

2010 Member of the **EDSIG of the Association of Information Technology Professionals** and **Chair of the Committee on Curriculum Development.**

1998 - 1999: **International Conference on Information Systems (1999)** - Local Sponsor/ Speaker co-chair.

1996-1999: Treasurer of the Association of Information Systems

1994: Elected to the Board of Directors of **International Conference on Information Systems**

1993: **Chair** of the doctoral reception for the **International Conference on Information Systems** for

1993: Elected to the **Planning Committee** for the **International Conference in Information Systems**

**1985 to Present** - Member of:

Association of Information Technology Professionals

Association of Computing Machinery

Decision Sciences Institute

Academy of Management

The Institute of Management Sciences

Association of Information Systems