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EDUCATION

GRADUATE SCHOOL OF BUSINESS, THE UNIVERSITY OF TEXAS AT AUSTIN

Austin, Texas

Ph.D. Management Science and Information Systems, Spring 2000

Concentration: Management Information Systems

Minors: Management and Research Methods

Dissertation Title: *Telemedicine: A Study of Virtual Collaboration and Trust in Hypercompetitive Environments* (Recipient of 2000 ICIS Best Dissertation Award)

THE ANDERSON SCHOOL AT UCLA

Los Angeles, California

M.B.A. Finance, 1989

THE WHARTON SCHOOL OF THE UNIVERSITY OF PENNSYLVANIA

Philadelphia, Pennsylvania

B.S. Economics, 1983

Concentrations: Entrepreneurial Management and Political Science

Dean's List, Cum Laud Distinction

THE LONDON SCHOOL OF ECONOMICS

London, England

General Course Student (Junior Year Abroad), Fall 1981 to Spring 1982

ACADEMIC WORK EXPERIENCE

THE DANIELS COLLEGE OF BUSINESS, UNIVERSITY OF DENVER

Denver, CO

Assistant Professor, Department of Information Technology and Electronic Commerce.

Fall 2000 to present.

THE MCDONOUGH SCHOOL OF BUSINESS, GEORGETOWN UNIVERSITY

Washington, DC

Visiting Instructor, Department of Management, Fall 1999 to Spring 2000.

SCHOOL OF BUSINESS, THE UNIVERSITY OF KANSAS

Lawrence, Kansas

Acting Assistant Professor, Division of Accounting and Information Systems.

Fall 1997 to Summer 1999.

JOURNAL ARTICLES

"A Field Study of the Effect of Interpersonal Trust on Virtual Collaborative Relationship Performance," with R. McDaniel, Jr., *Management Information Systems Quarterly*, 2004, (28) 2:183-227.

"A Framework for Assessing the Use of Third Party Software Quality Assurance Models to Meet FDA Medical Device Software Process Control Guidelines," with Matthew W. Bovee and Kay M. Nelson, *IEEE Transactions on Engineering Management*, 2001, (48), 4:465-478.

"Telemedicine: A Virtual Collaboration Perspective," with Keri E. Pearlson and Reuben R. McDaniel, Jr., *International Journal of Healthcare Technology Management*, 2000, (2), 1/2/3/4:37-55.

"Assessing Technological Barriers To Telemedicine: Technology Management Implications," with Keri E. Pearlson and Reuben R. McDaniel, Jr., *IEEE Transactions on Engineering Management*, 1999, (46), 3:279-288.

"Computationally Modeling Organizational Learning and Adaptability as Resource Allocation: An Artificial Adaptive Systems Approach" with John C. Butler, Keri E. Pearlson and Andrew B. Whinston, in *Computational and Mathematical Organizational Theory*, 1997, (4), 2:301-323.

**REFEREED
PROCEEDINGS**

"Collaborative Activities in Virtual Settings: Case Studies of Telemedicine," *Proceedings of the 38th Hawaii International Conference on System Sciences*, 2005.

"Wicked Decision Problems in Remote Health Care: Telemedicine as a Tool for Sensemaking," *Proceedings of the 32nd Hawaii International Conference on System Sciences*, 1999.

**CONFERENCE
PRESENTATIONS**

"Collaborative Activities in Virtual Settings: Case Studies of Telemedicine," *2005 Hawaiian International Conference on System Sciences*, Waikoloa, Hawaii.

"A Complex Adaptive Perspective of Knowledge Management," *2004 INFORMS Conference*, Denver, Colorado.

"Assessing Technological Barriers To Telemedicine: Technology-Management Implications," *1999 INFORMS Conference*, Philadelphia, Pennsylvania.

"Wicked Decision Problems in Remote Health Care: Telemedicine as a Tool for Sensemaking," *1999 Hawaiian International Conference on System Sciences*, Maui, Hawaii.

"The Internet & Health Care Delivery: Potential Impacts & Barriers," *1998 INFORMS Conference*, Seattle, Washington.

"Telemedicine: Issues In Technology Management," with Keri E. Pearlson, *1997 INFORMS Conference*, Dallas, Texas.

"Virtual Organization Performance and Trust: A Computational Model," with John C. Butler, *1997 INFORMS Conference*, San Diego, California.

"Modeling Learning and Adaptability in Organizational Behavior Through the Use of Artificial Adaptive Systems," with Keri E. Pearlson and Andrew B. Whinston, *1994 TIMS Workshop on Mathematical and Computational Organization Theory*.

**TEACHING
CASES**

"Federal Express: The Role of Information Technology in Customer Service," with Keri E. Pearlson, *University of Texas at Austin Teaching Case*, 1995.

**WORKING
PAPERS**

"Moderating or Mediating? The Role of Trust on Virtual Interorganizational Collaborative Relationship Performance," with Reuben R. McDaniel, Jr.

"Sensemaking in Distributed Environments."

"A Complex Adaptive Systems Computational Model Of Organizational Learning," with John C. Butler.

**TEACHING
EXPERIENCE**

THE DANIELS COLLEGE OF BUSINESS, UNIVERSITY OF DENVER

Taught undergraduate section of *Object-Oriented Design*. Spring 2001, Winter 2002—2005.

Taught undergraduate section of *Object-Oriented Analysis*. Winter 2001, Fall 2001—2004.

Taught undergraduate section of *Introduction to Database I*. Winter 2003—2005.

Taught undergraduate sections of the introductory Business Core course, *Strategic Advantages of Technology*. Fall 2004 and Winter 2005.

Taught The Women's College section of introductory ITEC course, *Introduction to Management Information Systems*. Winter 2002—2004.

Taught undergraduate section of the introductory ITEC course, *Foundations of Information Systems*. Fall 2000—2003, Spring 2001, Winter 2002.

Taught graduate section of the introductory ITEC course, *Foundations of Information Systems*. Fall 2000, Spring 2001 and 2002.

THE MCDONOUGH SCHOOL OF BUSINESS, GEORGETOWN UNIVERSITY

Taught *Introduction to Management Information Systems*, a three credit required undergraduate course. Fall 1999—Spring 2000.

Developed and taught *Business Systems Analysis and Design*, a new three credit undergraduate business course. Focus of course was on object-oriented systems analysis and design methodologies and the use of CASE tools. Spring 2000.

SCHOOL OF BUSINESS, THE UNIVERSITY OF KANSAS

Co-taught with the Dean of the School of Business *Information Systems Consulting*, a graduate business course. Introduced real-world projects as focus of course. Spring 1998 and Spring 1999.

Taught *Systems Analysis, Design, and Database*, a four credit undergraduate business course. Completely revised course and led effort to revise course requirements for the undergraduate information systems emphasis. Fall 1997-Spring 1999.

GRADUATE SCHOOL OF BUSINESS, UNIVERSITY OF TEXAS AT AUSTIN

As an Assistant Instructor, taught *Commercial Software Systems*, an undergraduate business course. Completely revised curriculum to focus on Microsoft Access and World Wide Web page authoring. Spring 1995.

THE ANDERSON SCHOOL, UCLA

Teaching Assistant for undergraduate introductory accounting course. Led three sections per quarter. Spring 1988 to Spring 1989.

AWARDS

Best Conference Paper Nomination in the Information Technology in Health Care Track, 2005
Hawaiian International Conference on System Sciences

International Conference on Information Systems Best Dissertation Award, 2000

GRANTS University of Denver Professional Research Opportunity for Faculty (PROF) Grant, 2004

University of Denver Faculty Research Grant, 2001

Daniels College of Business Faculty Research Grant, 2001

University of Texas at Austin Graduate School of Business Bonham Fund Dissertation Grant, 1997

SERVICE ACTIVITIES Reviewer for *Management Science*, *Journal of Management Information Systems*, *Journal of Strategic Information Systems*, *Journal of the Association for Information Systems*, *Decision Support Systems*, *Journal of Organizational Computing*, and *International Conference on Information Systems*. Member of Planning Team for the Fourth International Management of Healthcare Technology Meeting, 1999 *INFORMS Conference*, Cincinnati, Ohio.

ADDITIONAL WORK EXPERIENCE

APPLE COMPUTER INC. Cupertino, California
Foreign Exchange Analyst. Primary user of a decision support system to manage Apple Pacific foreign exchange exposure. Liaisoned with the MIS department to define requirements for the automation of both foreign exchange exposure management and contract settlement. 1989 to 1992.

CHICAGO BOARD OPTIONS EXCHANGE Chicago, Illinois
Market-Maker/Floor Trader. Traded equity options for own account, concentrating on arbitraging mispriced relationships between calls, puts, and an underlying security. 1985 to 1987.

DLP HEDGE FUND New York, New York
Equity Trader/Research Analyst. Specialized in small capitalization growth stocks and new issues, researching them by analyzing prospectuses, attending due diligence meetings, visiting companies and meeting with their senior management. 1984 to 1985.

CONTINENTAL CAMERA (TAIWAN) LTD. Taipei, Taiwan
Manufacturing subsidiary of **CONTINENTAL CAMERA INC.** of Rahway, New Jersey. *Assistant to the President*. Employed by American camera company to assist in the reorganization and management of its overseas manufacturing facility. Production increased and the defective rate decreased substantially during employment. 1983 to 1984.