

Carlos Ferran

Assistant Professor of Accounting and Management Information Systems
Governors State University
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University Park, IL 60484
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Since 2010 Dr. Ferran has been an assistant professor of Accounting and Management Information Systems (MIS) at the College of Business and Public Administration of Governors State University. Previously, he had similar positions at Pennsylvania State University and Rochester Institute of Technology. Dr. Ferran obtained his doctoral degree in Business Administration from Boston University. Before entering academia he was a CIO at a major financial institution in Venezuela, a planning and financial analyst in the Venezuelan oil industry, and a manager and developer of banking and accounting applications at a software company. He started his professional career developing accounting applications for the Apple II.

Dr. Ferran has published seven peer-reviewed articles, five peer-reviewed book chapters, and 12 peer-reviewed conference proceedings. He authored a book and co-edited an academic book on Global ERP. His latest publication appeared in *Management Science* (which was cited in over 150 news outlets on the first 60 days following its publication). He has also presented at numerous national and international conferences where one of his presentations won the Best Paper Award. He is currently the editor-in-chief of RELCASI –a journal of the AIS– and he is also in the advisory board of four other international journals. Dr. Ferran is currently Vice-President for the Latin American and Caribbean Association for Information Systems (LACAIS).

Education

- Doctor of Business Administration
Major in Management Information Systems. Minors in Strategy and Methodology
Boston University, MA, USA (2000).
- Master in Finance (Cum Laude)
Universidad Metropolitana, Caracas, Venezuela (1991).
- Postgraduate degree in Management Information Systems
Universidad Central de Venezuela, Caracas, Venezuela (1994).
- Licenciante (BS) in Management Science (Minor in Banking and Finance)
Universidad Metropolitana, Caracas, Venezuela (1990).
- 4 years of study in Electrical Engineering (5 years required for degree)
Universidad Central de Venezuela, Caracas, Venezuela (1983-1985)
Universidad Metropolitana, Caracas, Venezuela (1985-1987).

Peer-reviewed journal publications

- Ferran, C., & Watts, S. (2008). Videoconferencing in the field: A Heuristic Processing Model. *Management Science*, 54(9), 1565-1578.
- Ferran, C., & Ferran, B. (2008). El Análisis Regional Frente al Avance Tecnológico y la Redistribución Espacial de Actividades Económicas. *Revista BCV XXII*(1).
- Ferran, C., & Salim, R. (2008). Fragilidad Pragmática: ¿Las Tecnologías de la Información reducen el subdesarrollo o se adaptan a él? *Economía*.
- Ferran, C. (2005). Las Estrategias de Contratación. *Revista BCV XIX*(1).
- Ferran, C., & Salim, R. (2004). IAC Accounting Data Model: A better data structure for computerized accounting systems. *Review of Business Information Systems* 8(4).

Ferran, C., & Salim, R. (2003). The Internet and the Digital Divide. *Asian Information-Science-Life*, 2(1).

Ferrán-Urdaneta, C. (2001). Endnote: Using technology to keep track of references. *Communications of the Association for Information Systems*, 7(19).

Peer-reviewed book chapters

Salim, R., & Ferran, C. (2008). The Current Bottleneck of Knowledge Management and How Information Technology Can Be Successfully Used to Reduce it. In M. D. Lytras, M. Russ & R. Maier (Eds.), *Knowledge Management Strategies: A Handbook of Applied Technologies*. Hershey, PA: IGI-Global.

Ferran, C., & Salim, R. (2008). The Future of ERP and Enterprise Resource Management Systems. In C. Ferran & R. Salim (Eds.), *Enterprise Resource Planning for Global Economies: Managerial Issues and Challenges* (pp. 328-348). Hershey, PA: IGI-Global.

Salim, R., & Ferran, C. (2008). From Ledgers to ERP. In C. Ferran & R. Salim (Eds.), *Enterprise Resource Planning for Global Economies: Managerial Issues and Challenges* (pp. 1-22). Hershey, PA: IGI-Global.

Ferran, C., & Salim, R. (2008). Electronic Business in developing countries: The digitalization of bad practices? In F. B. Tan (Ed.), *Global Information Technologies: Concepts, Methodologies, Tools, and Applications* (pp. 3062-3090). Hershey, PA: Information Science Reference.

Ferran, C., & Salim, R. (2005). Electronic Business in developing countries: The digitalization of bad practices? In S. Kamel (Ed.), *Business in Developing Countries: Opportunities and Challenges*.

Peer-reviewed proceedings

Salim, R., & Ferran, C. (2008). *Business Ethics and Information Systems: The Pragmatic Fragility of Corporate Social Responsibility*. In proceedings of the 15th Annual International Conference: Promoting Business Ethics, NYC, NY.

Salim, R. & Ferran, C. (2006). *ERMS: The next generation of ERPs, for short term management and highly unpredictable environments*. In proceedings of the 2006 BALAS Annual Conference, Lima, Peru.

Salim, R. & Ferran, C. (2006) *ERMS: Evolución de los ERP Hacia la Gerencia del Corto Plazo en Entornos Económicos Poco Predecibles*. In proceedings of the Americas Conference on Information Systems (AMCIS 2006), Acapulco, Mexico.

Salim, R., & Ferran, C. (2004). *Pragmatic Fragility of Information Technology in Latin America: Case studies*. In proceedings of the Americas Conference on Information Systems (AMCIS 2004), NYC, NY.

Salim, R., & Ferran, C. (2004). *The IAC Accounting Data Model: Eliminating Redundancies for a Consistent Accounting System*. In proceedings of the 12th Academy of Business & Administrative Sciences (ABAS) International Conference, Tallinn, Estonia.

Salim K., R. and Ferran-Urdaneta, C. (2002). *The Internet and the Digital Divide*. In proceedings of the First International Conference on Information and Management Sciences (IMS2002), Xi'An, China.

Ferrán-Urdaneta, C. (2001). *Endnote: Keeping Track of References*. In proceedings of the Americas Conference on Information Systems (AMCIS 2001), Boston, MA.

Salim K., R., & Ferrán-Urdaneta, C. (2001). *Neither a perpetuum mobile nor a perfect software: Sincerity in the relationship between the manufacturer and the client with respect to*

- software defects*. In proceedings of the 5th World Multi-Conference on Systemics, Cybernetics and Informatics (SCI'01/ISAS'01), Orlando, FL.
- Ferrán-Urdaneta, C. (1999). *Teams or Communities? Organizational structures for knowledge management*. In proceedings of the ACM Computer Personnel Research 1999 conference (SIGCPR'99), New Orleans, Louisiana.
- Ferrán-Urdaneta, C., & Storck, J. (1997). *Truth or Deception: The Impact of Videoconferencing for Job Interviews*. In proceedings of the Eighteenth International Conference on Information Systems (ICIS 97), Atlanta, Georgia.
- Ferrán-Urdaneta, C., & Lenard, M. L. (1997). *An Object-Oriented Approach to Banking Information Systems*. In proceedings of the World Multiconference on Systemics, Cybernetics and Informatics (SCI '97/ISAS '97), Caracas, Venezuela.
- Salim K., R., & Ferrán-Urdaneta, C. (1997). *Infoenergetic Systems*. In proceedings of the World Multiconference on Systemics, Cybernetics and Informatics (SCI'97/ISAS '97), Venezuela.

Books

- Ferran, C., & Salim, R. (Eds.). (2008). *Enterprise Resource Planning for Global Economies: Managerial Issues and Challenges*. Hershey, PA: IGI-Global.
- Ferrán Urdaneta, C. (1993). *Fondos de ahorro: conceptualización y administración de la cartera de inversión*. Caracas: Academia Nacional de Ciencias Económicas, Venezuela.

Other publications

- Ferran, C. (2009). Editorial. *RELCASI*, 2(2).
- Ferran, C. (2009). Editorial. *RELCASI*, 2(1).
- Ferran, C. (2008). Editorial. *RELCASI*, 1(1).
- Ferran, C. (2008). The Digital Divide. *Central America Today*, 2(7).
- Ferran, C., & Salim, R. (2007) Garderners +. Case included in textbook *Management Information Systems* by Effy Oz, Course Technology.
- Ferran, C. (2007). The Status of ERP in Central America. *Central America Today*, 1(3).

Professional presentations

- Americas Conference on Information Systems (AMCIS), Lima, Peru (August 2010). *Publishing IS Research in and about Latin America*.
- 1st annual Pre-ICIS Workshop on Accounting Information Systems, Phoenix, AZ (2009). *The Items-Agent-Cash Accounting Data Model or Making Drastic Change To Assure That Accounting Tradition Persist*.
- Instituto Tecnológico y de Estudios Superiores de Occidente, Universidad Jesuita de Guadalajara, Guadalajara, México (September 2009) *Enterprise Resource Planning Systems (ERP)*.
- Instituto Tecnológico y de Estudios Superiores de Occidente, Universidad Jesuita de Guadalajara, Guadalajara, México (September 2009) *Outsourcing and Offshoring*.
- Americas Conference on Information Systems (AMCIS), San Francisco, CA (August 2009). *The basic/required MIS course in MBA programs taught in Latin-America (Panel)*.
- Discussant at the VIII International Research Symposium on Accounting Information Systems 2007, Montreal, Canada.
- IESA. Caracas, Venezuela (August 2007). ERMS.
- BALAS Annual Conference, San Jose, Costa Rica (April 2007) *Doctoral Student Consortium*.

Banco Central de Venezuela. Caracas, Venezuela (March 2007). *Videoconferencing*.

Universidad de los Andes. Merida, Venezuela (March 2007). *Videoconferencing*.

Discussant at the VII International Research Symposium on Accounting Information Systems, Milwaukee, USA (December 2006).

BALAS Annual Conference, Lima, Peru (April 2006) *ERMS: The next generation of ERPs, for short term management and highly unpredictable environments*.

Americas Conference on Information Systems (AMCIS), Mexico (August 2006). *ERMS: Evolución de los ERP Hacia la Gerencia del Corto Plazo en Entornos Económicos Poco Predecibles*.

Banco Central de Venezuela. Caracas, Venezuela (January 2005). *Rightsourcing*.

Discussant at the VI International Research Symposium on Accounting Information Systems 2005, Las Vegas, USA.

Americas Conference on Information Systems (AMCIS), NYC, NY (August 2004). *Pragmatic Fragility of Information Technology in Latin America: Case studies*.

12th Academy of Business & Administrative Sciences (ABAS) International Conference, Tallinn, Estonia (July 2004). *The IAC Accounting Data Model: Eliminating Redundancies for a Consistent Accounting System*.

International Applied Business Research Conference, San Juan, Puerto Rico (February 2004). *IAC Accounting Data Model: A route to a non-redundant and therefore consistent accounting system*.

First International Conference on Information and Management Sciences (IMS2002), Xi'An, China. (May 2002). *The Internet and the Digital Divide*.

Jiaotong University, Xi'An, China. (May 2002). *RightSourcing*.

Americas Conference on Information Systems (AMCIS 2001), Boston, MA (August 2001). *Endnote: Keeping Track of References*.

5th World Multi-Conference on Systemics, Cybernetics and Informatics (SCI'01/ISAS'01), Orlando, FL (July 2001). *Neither a perpetuum mobile nor a perfect software: Sincerity in the relationship between the manufacturer and the client with respect to software defects*.

ACM Computer Personnel Research Conference 1999, (SIGCPR'99), New Orleans, Louisiana. *Teams or Communities? Organizational structures for knowledge management*.

Teaching experience

- MIS820 Database Development and Applications
- MIS420 Business Information Retrieval & Database Management
- ACCT302 Managerial Accounting
- AMBA670 Managing Strategy in the Global Marketplace
- MGMT469 Business Policy
- BUSAD537 Management Information Systems
- MGMT571 Strategic Management (MBA Capstone)
- ACCTG512 Financial Accounting
- MIS531 Management Information Systems
- Survey of MIS (RIT - Undergraduate)
- MIS Concepts (RIT - MBA)
- Database Management Systems (RIT - Undergraduate)
- Computer Applications for Managers (RIT - Undergraduate)
- IS825 Computer Applications for Managers (BU - MBA)
- E-commerce and IS privacy, security, and ethics Seminar

Editorial board membership

- RELCASI, Editor-in-Chief - Revista Latinoamericana y del Caribe de la Asociación de Sistemas de Información (Latin-American and Caribbean Journal of the Association for Information Systems)
- Journal of Information, Information Technology, and Organizations
- International Journal of Electronic Banking
- Information
- Revista Economía

Work experience

- Assistant Professor of Accounting and Management Information Systems, Since 2010
Governors State University, IL, USA
- Adjunct Professor of Strategy, Since 2010
University of Maryland University College, MA, USA
- Assistant Professor of Management Information Systems, 2.003-2010
Pennsylvania State University, PA, USA
- Assistant Professor of Management Information Systems, 2.000-2.003
Rochester Institute of Technology, NY, USA
- Research Assistant 1996 – 2000
Systems Research Center, Boston University, MA, USA
- Chief Information Office (CIO) 1992 – 1994
Vencred, S.A. (Financial institution), Caracas, Venezuela
- Planning and financial analyst 1991 – 1992
Corpoven, S.A. filial de PDVSA (Oil industry), Caracas, Venezuela
- Director 1987 – 2007
Organización Simplex, C.A. (Software development), Caracas, Venezuela
- Financial products manager, 1981 – 1987
Tercer Medio, C.A. (Software development), Caracas, Venezuela
- Systems Manager, 1980 – 1981
United Nations International School, NYC, USA

Consulting

- Venezuelan Federal Reserve
- Venezuelan National Academy of Economic Sciences
- Cautus Networks Corporation, FL, USA.
- Software de Venezuela, S.A., Caracas, Venezuela.
- Tercer Medio, S.A. (Administrative software development)
- Maraven, S.A. subsidiary of PDVSA (Oil industry)
- Oster de Venezuela, S.A. Subsidiary of Sunbeam Corp.
- USFeed Grain Council
- US Meats
- American Soybean Association
- Inelectra, S.A.
- StratPlan, (Financial Strategy Consultants)
- Comité Organizador de los Juegos Panamericanos (COPAN)
- Comité Organizador de los Juegos Bolivarianos (COBOL)

Academic peer reviewing

- Academy of Management (OCIS)
- Americas Conference on Information Systems (AMCIS)
- Communications of the ACM (CACM)
- Computers in Human Behavior
- Group Decision and Negotiation
- Hawaii International Conference on System Sciences (HICSS)
- Information
- Information & Management
- Intelligent Human Computer Systems for Crisis Response and Management
- International Conference on Information Systems (ICIS)
- International Research Symposium on Accounting Information Systems (IRSAIS)
- Journal of Information, Information Technology, and Organizations (JIITO)
- Northeast American Accounting Association Conference (NEAAA)
- Pre-ICIS Workshop in Accounting Information Systems
- Transactions on Engineering Management (IEEE journal)
- Several Course Technology textbooks
- Several McGraw-Hill textbooks

University service

Governors State University

- Committee on Assessment of Student Learning Outcomes (CASLO), 2010-2011.
- Academic Master Plan Committee, 2010-2011.
- HLC Assessment Academy, 2010-2011.
- ACS labs/smart classrooms Software Taskforce, 2010-2011.

Governors State University – College of Business and Public Administration

- Blackboard 9.1 Migration Beta Team.
- Preparation of January 2011 Faculty Retreat
- Curriculum and Assurance of Learning Committee, 2010-2011 (Co-Chair).
- College Mission & Vision Taskforce (Strategic Management Committee), 2010 (Co-Chair)
- Strategic Management Committee, 2010-2011.
- Assurance of Learning Committee, 2010 (Co-Chair).
- Undergraduate Writing and Oral Communication Assessment Taskforce, Summer 2010.

Governors State University – CBPA – Accounting, Finance, and MIS Division

- Accounting Curriculum Committee, 2010-2011.
- Management Information Systems Curriculum Committee, 2010-2011.

Pennsylvania State University

- Judging at the XIX, XX, XXI, XXII, and XXIII Annual Pennsylvania State University Graduate Exhibition, State College.

Pennsylvania State University – Great Valley Campus

- Alternate Ombudsman 2007-2010
- Student Affairs Committee 2003-2004, 2004-2005, 2005-2006, 2007-2008, 2008-2009 Chair
- Judicial Hearing Board 2006-2007 Chair, 2008-2009

- Special Chancellor's Taskforce to evaluate the MSIS Degree Program 2007-2008
- Awards Committee 2006-2007
- Taskforce on IT-equipped Classrooms 2005-2006
- Information Technology Advisory Committee 2004-2005

Pennsylvania State University – Management Division School of Professional Graduate Studies

- Curriculum Committee 2003-2004, 2004-2005, 2006-2007, 2007-2008, 2008-2009 Chair
- Strategic Planning Committee 2008-2009
- Assurance of Learning Committee 2008-2009
- Academic Integrity Board 2007-2008 Chair
- Curriculum Credit/Coverage Taskforce 2005-2006 Chair
- AACSB Committee 2003-2004

Professional service

- Editor-in-Chief, RELCASI (2007-2009)
- Association for Information Systems Accounting Information Systems SIG (SIGASYS)
 - Vice-President of Meetings & Conferences (2009-2010)
 - AMCIS Representative (2008-2009)
- Latin American and Caribbean Association for Information Systems (LACAIS)
 - Vice-President of Publications, 2008-2011
 - Member of Committee for promoting MIS education in Latin-America
 - Member of Special Task-Force to design a Multi-Institution Doctoral program in MIS
 - Chair committee for the creation of RELCASI, the first academic journal in MIS written in Spanish
- Chair 2nd Pre-ICIS Workshop in Accounting Information Systems (Saint Louis, MO, 2010)
- Chair 1st Pre-ICIS Workshop in Accounting Information Systems (Phoenix, AZ, 2009)
- Accounting Information Systems Track Chair, AMCIS 2009, San Francisco, USA.
- Accounting Information Systems Track Chair, AMCIS 2010, Lima, Peru.
- ITS Track Chair, BALAS 2010, Barcelona, Spain.
- ITS Track Chair, BALAS 2009, Guadalajara, Mexico.
- ITS Track Chair, BALAS 2008, Bogota, Colombia.
- ITS Track Chair, BALAS 2007, San Jose, Costa Rica.
- Doctoral Student Consortium, BALAS 2007, San Jose, Costa Rica.
- Doctoral Thesis Advisor, Universitat Autònoma de Barcelona, Spain.
- Peer reviewing and Editorial board membership (see above)

Awards

- Best Paper Award at the International Applied Business Research Conference, San Juan, Puerto Rico, February 2004.
- Member of the National Business Honor Society: Beta Gamma Sigma.
- Fannie Mae Peer-reviewed Scholarship for paper presented at ACM SIGCPR'99, New Orleans, Louisiana. 1999.
- Scholarship from "Fundación Gran Mariscal de Ayacucho", Caracas, Venezuela. 1992.
- Academic Excellence Award "Antonio José de Sucre", Caracas, Venezuela. 1992.
- Cum-Laude for the degree of Magister in Finance, Universidad Metropolitana, Caracas, Venezuela. 1991.
- Mention of Honor for the Dissertation to opt to the title of Magister in Finance, Universidad Metropolitana, Caracas, Venezuela. 1991.

- Award on the Venezuelan National Mathematical Olympics (member of the National Math Team), Caracas, Venezuela. 1982.
- Mention of Honor in the National Contest for Nativity Story-tales, FAPREC, Caracas, Venezuela. 1982.
- First Prize in the National Contest for Nativity Story-tales, FAPREC, Caracas, Venezuela. 1978.

Other service

- Advisor to the Venezuelan Federal Reserve (2004-2010)
- Advisor to the Venezuelan National Academy of Economic Sciences (2003-2007)
- Notary Public of Pennsylvania (2005-2010)

Membership in professional and learned societies

- Association for Information Systems (AIS)
- Institute of Management Accountants
- Latin American and Caribbean Association for Information Systems (LACAIS)
- The Business Association of Latin American Studies (BALAS)
- Beta Gamma Sigma Business Honor Society
- Association for Computing Machinery (ACM)
- Academy of Management

Recent Seminars and Workshops Attended

- Train-the-Trainer Seminar, CAPSIM Management Simulation, Chicago, IL, 2011.
- Assessment Academy, Higher Learning Commission, Isle, IL, 2010
- Ethics Training for University Employees, IL, 2010
- Re-imagining Teaching Seminar, Governors State University, IL, 2010
- Planning your Hybrid Course, Governors State University, IL, 2010
- WebTycho Online Training, University of Maryland University College, MD, 2010
- OL2000: Effective teaching Online, Penn State World Campus, PA, 2009
- Using Moodle to Create Online Courses, Sloan-C Consortium, 2009
- Video Tools for Teaching and Learning, Sloan-C Consortium, 2009
- Learning Online 2.0: Engaging, Interacting, and Syndicating Applications, Sloan-C Consortium, 2009
- First Step Toward Online Teaching, Sloan-C Consortium, 2009
- AACSB Strategic Management Seminar, AACSB, Honolulu, HI 2008

Languages spoken

- English
- Spanish
- French