

# Fen Wang

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## Education

### **PhD Information Systems** GPA 4.0/4.0

*Dissertation:* Intelligent Decision Support for Strategic E-Business Management

*Thesis Advisor:* Dr. Guisseppi Forgionne

May 2006 University of Maryland Baltimore County Baltimore, MD, USA

### **MS Information Systems** GPA 4.0/4.0

May 2004 University of Maryland Baltimore County Baltimore, MD, USA

### **BS Management Information Systems** (Major) GPA 3.9/4.0

### **BA Science and Technology English** (Minor) GPA 3.9/4.0

July 2002 School of Management, Tianjin University Tianjin, China

## Teaching & Research Interests

- Intelligent Decision Support Technology
- Web-based Application Development
- Database Management Systems & Data Science
- Service-Oriented Architecture & IT-Business Strategy
- MIS and Modern Project Management

## Teaching Experience

### **Full Professor (ITAM program)**

*Courses taught:* Project Management, Projects in Database, Enterprise Database Systems – SQL, Web Fundamentals, Project Management and IT

2009- present Central Washington University, Ellensburg, WA, US

### **Distinguished/ Honorary Professor**

*Seminars/workshops:* Governors' IT Handbook, Information Retrieval in the Information Age, Global Communications and Project Management

2014- present School of Education and Training

Communication University of China Beijing, China

### **Assistant Professor (Director of MIS program)**

*Courses taught:* Principles of Information Systems, Database Management Systems, IS Analysis & Design, Decision Support and Intelligent Systems, E-Commerce, Dynamic Web Development, IT Project Management, Object-Oriented Software Development, Computer Programming (C++, Java, VB.NET), Game Design & Development, Data Mining & Warehousing

2005- 2009 Eastern Nazarene College Quincy, MA, US

### **Teaching Assistant (Information Systems Program)**

*Course titles:* Human Factors in Computer Systems Design, Web Development, Foundations of Information Systems, Decision Making Support Systems, Special topics in Information Systems (*Business Applications*)

2002- 2005 University of Maryland Baltimore County Baltimore, MD, US

**Faculty Advisor for New Student Orientation** (selected via campus-wide competition and identified as an excellent advisor possessing good communication & curriculum advising skills and genuine concerns for students)

2004- 2005 Office of Academic Services, University of Maryland Baltimore County

**Summer Research Graduate Mentor** for the program of "Human Computer

Interaction Undergraduate Summer Research" funded by the National Science Foundation (NSF), providing advising support for selected UG students across USA 2003-2004 Information Systems Dept., University of Maryland Baltimore County

**Lab Instructor: Decision Support Systems**

2002- 2003 University of Maryland Baltimore County Baltimore, MD, US

**Instructor: Database Processing Systems**

2001- 2002 Management Information Systems Dept. Tianjin University, China

**Professional Trainer: Information Systems Assurance**

1999- 2001 Anshan Advanced Adult Training Center Anshan, China

**Professional  
& Research  
Experience**

**Senior Fellow on Big Data and Public Affairs:** Upon invitation from the Dean of Academy of Media and Public Affairs, Communication University of China, I have served as the Visiting Senior Fellow of Big Data and Public Affairs and contributed to the academy through innovative research efforts.

2014- 2020, Academy of Media and Public Affairs, Communication University of China, P.R. China

**IT Alignment and Business Strategies:** investigate the methodologies and frameworks to achieve strategic information technology alignment (IT alignment) for an organization to increase its value and to gain a competitive edge

2013- present, ITAM Dept., Central Washington University, Ellensburg, WA, US

***In collaboration with:***

Executive MBA Program, TWU School of Management, Global Information Technology Management Association & Autonomous University of Aguascalientes, Aguascalientes, AGS, Mexico

**Web-based DMSS Framework and Evaluation:** investigate on the evaluation of web-based decision technologies providing intelligent support to improve business efficiency and effectiveness

2011- 2015, ITAM Dept., Central Washington University, Ellensburg, WA, US

***In collaboration with:***

Executive MBA Program, TWU School of Management, Global Information Technology Management Association & Autonomous University of Aguascalientes, Aguascalientes, AGS, Mexico

**Collaborative Decision Support and Knowledge Management:** develop an integrative evaluation framework for collaborative DSS; development and evaluation of the ontology-based KMS in support of IT services and Web standards 2009- 2011, ITAM Dept., Central Washington University, Ellensburg, WA, US

***In collaboration with:***

Sellinger School of Business and Management, Loyola College in Maryland, Baltimore, MD, USA & Department of Information Systems, Autonomous University of Aguascalientes, Aguascalientes, AGS, Mexico

**Web-based Decision Aid and E-Commerce Customer Service:**

investigate on how web-based decision technologies can be utilized to provide intelligent support to improve business efficiency and effectiveness

2009- 2014, ITAM Dept., Central Washington University, Ellensburg, WA, US

***In collaboration with:***

scholars in the Department of Information Systems, University of Maryland Baltimore County, USA, & College of Business Administration, The University of Alabama in Huntsville

**Railroad Galaxy E-business Strategic Management** (established an E-business strategy model, developed an intelligent decision support system to deliver the model, collected and analyzed the real business data from an eBay store using SAS software to test the decision support effectiveness)

2004- 2006 University of Maryland Baltimore County Baltimore, MD, USA

**Preventing Suicide Network (PSN) - Phase II funded by the National Institute of Mental Health (NIMH) - Intelligent Agent Technology**

(Intelligent agent technology utilized in complex personalized Web information retrieval and real time decision making support and evaluation, network communication, administration, and intrusion detection)

2003- 2005 CRMI & iTelehealth Organization Baltimore, MD, USA

**Preventing Suicide Network (PSN) - Phase I funded by NIMH – dynamic Web development and Database administration** (designed and developed the Website using Macromedia Dreamweaver and Fireworks, developed the DB using MS SQL Server, created dynamic pages and enabled search queries to the remote data access layer with the use of Javascript)

2002- 2003 CRMI & iTelehealth Organization Baltimore, MD, USA

**Research Assistant in Information Systems literature review, experiment design, system development & implementation, data collection & analysis, project grant proposal writing** (Projects involved: e-Supply chain management with Dr. Chiang, E-auction strategies with Dr. Forgonne; Cross-lingual information retrieval with Dr. Zhang; Cross-cultural Web-searching with Dr. Komlodi; Human behaviors of information reuse with Dr. Lutters)

2002- 2005 University of Maryland Baltimore County Baltimore, MD, US

**ERP system development, implementation and evaluation** in Tianjin Sunfast Inc., a local Computer Retail Company

2001- 2002 Tianjin University Tianjin, China

**Internship at Tumor Hospital: Medical Registration and Recording system design and assessment**

1999- 2001 Tianjin Tumor Hospital Tianjin, China

**Honors,  
Grants, &  
Awards  
Received**

**The Reboot Faculty Fellow/Mentorship (2020-21)**

Fall 2020 – Spring 2021, The American Indian College Fund and the Reboot Scholarship

**College Outstanding Scholarship of the Year (2019-20)**

Sep. 2020, College of Education and Professional Studies (CEPS), Central Washington University

**Who's Who in America (2017-18)**

Sep. 2017, Marquis Who's Who, 71<sup>st</sup> Edition, the definite biographical reference on the country's most accomplished and innovative professionals

**Outstanding Scholarship Award (2014-15)**

Mar. 2015, College of Education and Professional Studies (CEPS), Central Washington University

**Outstanding Scholarship Award (2012-13)**

Mar. 2013, College of Education and Professional Studies (CEPS), Central Washington University

**NRHH and the OTM Recognition Nomination**

*Nominated for an "Of the Month" (OTM) award by the National Residence Hall Honorary (NRHH) for outstanding contributions within your residential community, representing the top 1% of leaders within the residence hall community who strive to achieve excellence in scholastics, role models of service, bestowers of recognition, and exercisers of leadership.*

**NCWIT Academic Alliance Seed Fund, \$10,000**

*The National Center for Women in Technology (NCWIT)*

Faculty Mentor & Co-investigator for IT Undergraduate Research Apprenticeship Initiative, ITAM, CWU

**Outstanding Scholarship Award (2010-11)**

Mar. 2011, College of Education and Professional Studies (CEPS), Central Washington University

**Who's Who in America Women (2010-11)**

Sep. 2010, Marquis Who's Who, 28<sup>th</sup> Edition, the definite biographical reference on the country's most accomplished and innovative professional women

**National Association of Professional Women (2009/10)**

Sep. 2009, the NAPW highlights and profiles the country's most accomplished professional women

**Who's Who in America (2008)**

Oct. 2007, Marquis Who's Who, The nation's preeminent records that profiles the country's most accomplished people

**Dissertation Fellowship Award**

Jan. – Jun., 2006 The Graduate School, University of Maryland

**Instructional & Professional Development (IPD) Research Funds**

Spring 2006 - 2007, Eastern Nazarene College Quincy, MA, US

**Graduate Student Association (GSA) Research Grants**

Spring 2003 - 2005, GSA, University of Maryland Baltimore County

**Graduate Research and Teaching Scholarship**

2002- 2005 Information Systems Dept., University of Maryland Baltimore County

**Graduate Study Tuition Waiver**

2002- 2005 Information Systems Dept., University of Maryland Baltimore County

**Finalist for the Jessica Soto-Perez (JSP) Award**, an outstanding UMBC

Graduate Recognition Award dedicated to honor those who have accomplished great achievements in their academic & professional pursuits

May 2005, Graduate Student Association, University of Maryland Baltimore County

**ADVANCE Faculty Horizons Workshop Grant funded by the National**

**Science Foundation (NSF)**, attendees selected via countrywide competition

Summer 2004 ADVANCE program, University of Maryland Baltimore County

**National Outstanding College Student "Bao Gang" Fellowship**, one of

ten selected among the graduates from top management schools nationally

May 2002, Tianjin University, Tianjin, China

**Best Student Award of School of Management**

May 2000, Tianjin University, Tianjin, China

**Outstanding Student Scholarships** of Tianjin University

1998- 2002 Tianjin University, Tianjin, China

**Refereed  
Peer-review  
Research  
Publications**

• Forrest, J. Y., Novikov, D., Larson, S., Wang, F., & Yang, J. (2021). Competitive Advantages and Values Created and Attained out of Well-Crafted Customer Value Propositions. *Studies in Business and Economics Journal (SBEJ)*, 16 (2), August 2021.

• Idemudia, E.C., Raisinghani, M.S., Adeola, O., & Wang, F. (2021). Empirical

Investigation of Factors that Influence Bounce Rate via Web Analytics. *International Journal of Technology and Human Interaction (IJTHI)*, 17(4).

- Mora, M., Gómez, J. M., **Wang, F.**, & Díaz, E. O. (2021). A Review of the IT Service Design Process in Agile ITSM Frameworks. In Mora, M., Gómez, J. M., O'Connor, R. V., & Buchalcevová, A. (Ed.), *Balancing Agile and Disciplined Engineering and Management Approaches for IT Services and Software Products*: Idea Group, Inc., pp. 248-270.
- Braunstein, L.A., Takei, H., **Wang, F.**, & Bonner, J., Portolese, L., & White, N. (2021). Benefits of cooperative education for employers. In R.K. Coll & C. Eames (3<sup>rd</sup> Eds.), *International handbook for cooperative education*, Boston: WACE.
- Mora, M., **Wang, F.**, Gómez J.M., & Díaz O. (2020). A Comparative Review on the Agile Tenets in the IT Service Management and the Software Engineering Domains. In Mejia J., Muñoz M., Rocha Á., A. Calvo-Manzano J. (Ed.), *Trends and Applications in Software Engineering*. CIMPS 2019. Advances in Intelligent Systems and Computing, vol 1071. Springer, Cha.
- Mora, M., **Wang, F.**, Phillips-Wrenii, G., & Gómez, J.M. (2020). The Role of DMSS Analytics Tools in Software Project Risk Management. In K. Engemann's (Ed.), *Project Risk Management: Software Development and Risk*: Idea Group, Inc.
- **Wang, F.**, Idemudia, E.C., Raisinghani, M., Lupton, N., & Wang, X. (2019). Project Risk Management: An Integrated Decision-making Support Approach. In *proceedings of the 50<sup>th</sup> Decision Sciences Institute (DSI 2019) Annual Meeting in New Orleans, USA*.
- DiBello, L., Raisinghani, M., & **Wang, F.** (2019). The development of expertise in project management using an advanced cognitive learning model; Results of Research with Project Management Institute (PMI) Members using an "Alpha" version of an online learning product. Funded by the National Science Foundation Award # 1430923. *Presented at the Decision Sciences Institute (DSI 2019) Annual Meeting in New Orleans, USA*.
- Mora, M., Phillips-Wrenii, G., & **Wang, F.** (2018). The Role of Decision-Making Support Systems in Risk Management. In K. Engemann's (Ed.), *Routledge Companion to Risk, Crisis and Security in Business*: Idea Group, Inc.
- **Wang, F.**, Raisinghani, M., & Wang, X. (2018). Effective Decision Making in the Big Data era: An integrative view. In *proceedings of the 49<sup>th</sup> Decision Sciences Institute (DSI 2018) Annual Meeting in Washington D. C., USA*.
- Phillips, MH., Raisinghani, M., Sul, S., **Wang, F.**, & Zhanda, S. (2018). Big Data Analytics and its Role in Business Optimization: A Strategic Perspective. In *proceedings of the 49<sup>th</sup> Decision Sciences Institute (DSI 2018) Annual Meeting in Washington D. C., USA*.
- Mora, M., **Wang, F.**, Gomez, J.M., Raisinghani, M., & Savkova, V. (2017). Decision-Making Support Systems in Quality Management of Higher Education Institutions: A Selective Review. *International Journal of Decision Support System Technology (IJDSST)*, 9(2), 56-79.
- Mora, M., Phillips-Wrenii, G., & **Wang, F.** (2017). An Exploratory Comparative Study of Implementation Success Factors for MSS/DMSS and MIS. *International Journal of Information Technology and Decision Making (IJITDM)*, 16(6), 1671-1705.
- Raisinghani, M., **Wang, F.**, Mora, M., & Gelman, O. (2017). The Evolution of the Business-IT Strategic Alignment Process: Key Insights and Emergent Views from a 40-year Period (1974-2014). *International Journal of Business Information Systems (JBIS)*, 25(1), 118-143.
- Mora, M., Marx-Gomez, J., & **Wang, F.** (2017). Onto-ITSDM: an Essential Ontology for Decision-Making Support Systems in the IT Service Management Domain. In *Proceedings of the 16th International Conference on e-Learning, e-Business, Enterprise Information Systems, and e-Government (EEE'17: July 17-20, 2017, Las Vegas, USA)*.

- **Wang, F.,** & Wang, X. (2017). Decision Making Support through Data Science. Presented at the Decision Sciences Institute (DSI 2017) Annual Meeting in Washington D. C., USA.
- Raisinghani, M., **Wang, F.,** Powell, C., Mupita, H., Barber, M., & Wang, X. (2017). Business Strategy and Alignment with Information Systems and Organizational Strategy: A Critical Analysis of Google's Strategies. Presented at the Decision Sciences Institute (DSI 2017) Annual Meeting in Washington D. C., USA.
- **Wang, F.,** Lupton, R., & Braunstein, L. (2017). Using Innovative Technology to Improve Online Learning Experience. Presented at the OLC Accelerate 2017, Orlando, USA.
- Bonner, J., Portolese, L., **Wang, F.,** & Lupton, R. (2017). Don't dread the program review: Program assessment made easy. Presented at the OLC Accelerate 2017, Orlando, USA.
- **Wang, F.,** Raisinghani, M., Mora, M., & Wang, X. (2016). Strategic E-business Management through A Balanced Scored Card Approach. In I. Lee's (Ed.), *Encyclopedia of E-Commerce Development, Implementation, and Management*. Idea Group, Inc.
- **Wang, F.** (2016). Decision Support for Quality Management in Higher Education Institutions. *Presented at the 22nd Annual Online Learning Consortium Accelerate Conference, November, Orlando, FL.*
- **Wang, F.,** Raisinghani, M.S., Lupton, R., Tian, J. & Wang, X. (2016). Decision Making in the Big Data Era: Optimize organizational performance via business intelligence and analytics. *First World Congress and 2016 Asia Pacific DSI Conference, Beijing, China, July 24 - 27, 2016.*
- Raisinghani, M.S., & **Wang, F.** (2016). Information Security in the Global Economy: A Quality Management Perspective. *In Proceedings of the 17<sup>th</sup> Annual Global Information Technology Management World Conference, San Diego, CA, Aug.9-10, 2016.*
- **Wang, F.,** Mora, M., & Raisinghani, M. (2015). Web-based Decision Support for E-Business Strategies: A Balanced Scorecard Approach. *International Journal of Information Technology and Decision Making (IJITDM), 14(3), 455-479.*
- Joseph, M., Raisinghani, M., **Wang, F.,** & Wang, X. (2015). Stakeholder Quality Management in Open Government Information Technology Projects. *In Proceedings of the 46th Annual Meeting of The Decision Sciences Institute.*
- Costlow, K., Raisinghani, M., **Wang, F.,** & Wang, X. (2015). Quality Performance Measurement in Information System. *Presented at the 46th Annual Meeting of The Decision Sciences Institute.*
- **Wang, F.,** Mora, M., Raisinghani, M., Lupton, N., & Lupton, R. (2015). A Four-stage Evolution Model of Business-IT Strategic Alignment: An integrated perspective. *In Proceedings of the 44th Annual Meeting of The Western Decision Sciences Institute.*
- Anderson, L., Evans, L., Rahman S., Raisinghani, M.S., & **Wang, F.** (2015). Social, Mobile, Analytic, and Cloud Computing: A Strategic Analysis. *In Proceedings of the Sixteenth Annual Global Information Technology Management World Conference, June 21-23, St. Louis, MO.*
- Mora, M., Phillips-Wrenii, G. , **Wang, F.,** & Gelmanv, O. (2014). An Integrative Evaluation Framework for Determining the Value of Group Decision Support Systems. *Engineering Management Journal (EMJ), 26(2), 24-38.*
- Mora, M., Phillips-Wrenii, G. , Marx-Gomeziii, J. , **Wang, F.,** & Gelmanv, O. (2014). The Role of Decision-making Support Systems in IT Service Management Processes. *Intelligent Decision Technologies (IDT), 8(2), 147-163.*
- **Wang, F.,** Mora, M., & Raisinghani, M. (2014). Business-IT Strategic Alignment:

Origins, Concepts, Frameworks, and Emergent Challenges. *Presented at the 45th Annual Meeting of The Decision Sciences Institute.*

- Mora, M., **Wang, F.**, & Gelman, O. (2013). A Comparative Study on the Implementation Inhibitors and Facilitators of Management Information Systems and Integrated Decision Support Systems: a Perception of IT Practitioners in Mexico. *Information Technology for Development (ITFD)*, 19(4), 319-346.
- Zhang, X., & **Wang, F.** (2013). Population Dynamics, Labor Force, and Economic Growth in WA: The impact of retiring baby boomers. *Presented at the 44th Annual Meeting of The Decision Sciences Institute.*
- Braunstein, L.A., **Wang, F.**, & Lupton, R. (2013). Using Innovative Technology to Improve Online Learning Assessment: An Exploratory Study. *In Proceedings of the 37th Annual Conference of the Marketing Educators' Association (MEA).*
- Mora, M., **Wang, F.**, Gelman, O., & Kljajic, M. (2011). IDSSE-M: a Software System Engineering Methodology for developing Intelligent Decision-making Support Systems. *International Journal of Decision Support System Technology (IJDSST)*, 3(4), 55-84.
- Braunstein, L.A., **Wang, F.**, & Lupton, R. (2011). Using Audio Technology (Jing) to Improve Assessment of Student Work in Online Learning Environments. *In Proceedings of the 17th Annual Sloan Consortium International Conference on Online Learning.*
- Takei, H., Trumpy, R., **Wang, F.**, & Claar, C. (2011). A Hybrid Education Model: Experimental Results Using Introductory Level Marketing Courses. *In Proceedings of the 35th Annual Conference of the Marketing Educators' Association (MEA).*
- Braunstein, L.A., Takei, H., **Wang, F.**, & Loken, M.K. (2011). Benefits of cooperative education for employers. In R.K. Coll & C. Eames (2<sup>nd</sup> Eds.), *International handbook for cooperative education* (pp. 237-245). Boston: WACE.
- Takei, H., Braunstein, L., & **Wang, F.** (2011). Employers' Benefits of Cooperative Business Education in North America, Europe, and Asia. *In Proceedings of the Symposium On University Research and Creative Expression (SOURCE).*
- Takei, H., Braunstein, L., **Wang, F.**, Loken, M., & Andrew, B., (2011). Evaluating Cooperative Education: Some Recent Research. *In Proceedings of the 34<sup>th</sup> Annual Meeting of the Northeastern Association of Business, Economics and Technology (NABET).*
- **Wang, F.**, Lupton, N., Rawlinson, D., & Zhang, X. (2010). EBDMSS: A Web-based Decision Making Support System for Strategic E-business Management. *International Journal of Decision Support System Technology*, 2(4), 50-68.
- Mora, M., Cervantes-Pérez, F., Garrido, L., **Wang, F.**, Sicilia, M. (2010). On Ontology-based KMS for a better and faster Understanding of Service-oriented Standards and Models of Processes in the domain of SE, SwE and IT: A Conceptual Survey. *Intelligent Decision Technologies (IDT): an International Journal*, Volume 4, 75-98.
- Zhang, X., Glenn, K. & **Wang, F.** (2010). Examination of the Unemployment Rate and the General Assistance (GA) Caseload. *In Proceedings of the 39th Annual Meeting of The Western Decision Sciences Institute.*
- Takei, H., Trumpy, R. & **Wang, F.** (2010). An experimental Test for the Hybrid Education Model for Introductory Business Courses at Small Liberal Arts Institutions. *In Proceedings of the Symposium On University Research and Creative Expression (SOURCE).*
- Takei, H., Trumpy, R. & **Wang, F.** (2010). A New Model of Education for Introductory Level Marketing Courses: Experimental Result. *In Proceedings of the 34th Annual Conference of the Marketing Educators' Association (MEA).*

- **Wang, F.** (2009). Evaluating EBDMSS in the Real Business World Using an Integrative DSS Evaluation Framework. *In Proceedings of the 40th DSI Annual Meeting.*
- **Wang, F., & Forgionne, G.** (2009). EBBSC: A Balanced Scorecard Based Framework for Strategic E-business Management. *In M. G. Hunter (Ed.), Selected Readings on Strategic Information Systems (New Release),* Chapter XIV, 200-222.
- **Wang, F., & Wang, X.** (2008). A Service Oriented Architecture for Improving E-Business Competitiveness. *In Proceedings of the 39th DSI Annual Meeting.*
- **Wang, F., & Forgionne, G.** (2007). EBBSC: A Balanced Scorecard Based Framework for Strategic E-business Management. *International Journal of E-Business Research (IJEER),* 3(1), 18-40.
- **Wang, F., & Wang, X.** (2007). Empirical Evidence on Customers' Attitudes Towards Online Decision Aid. *In Proceedings of the 38th DSI Annual Meeting.*
- **Wang, F., & Forgionne, G.** (2006). BSC-Based Framework for E-business Strategy. *In M. Khosrow's (Ed.), Encyclopedia of E-Commerce, E-Government and Mobile Commerce: Idea Group, Inc.*
- **Wang, F.** (2006). E-shoppers' Perception of Web-based Decision Aid. *In M. Khosrow's (Ed.), Encyclopedia of E-Commerce, E-Government and Mobile Commerce: Idea Group, Inc.*
- **Wang, F., & Forgionne, G.** (2005). Intelligent Decision support for strategic e-business management – Stage II. *In Proceedings of the 36th DSI Annual Meeting.*
- **Wang, F., & Forgionne, G.** (2005). Intelligent Decision support for strategic e-business management – Stage I. *In Proceeding of 16th IRMA International Conference, Track of Decision Support Technologies, San Diego, California.*
- **Wang, F., Khoo, K., & Liu, R.** (2005). DW Techniques in Support of Kronos Banking Business. *In Proceeding of 16th IRMA International Conference, Track of Data Warehousing and Mining, San Diego, California.*
- **Wang, F.** (2004). Evolving Usability Concept for Web Site Design. *In Proceedings of 15th IRMA International Conference, Track of Human Computer Interaction.*
- **Wang, F., Ha, L., & Forgionne, G.** (2004). Strategic DMSS for E-Business Planning. *The 6th International Conference on Enterprise Information Systems (ICEIS'04): Artificial Intelligence and Decision Support Systems.*
- **Wang, F., Liu, R., & Obitz, L.** (2004). Exploring the Power of Web-based DSS. *In Proceedings of the 8th World Multi-Conference on Systemics, Cybernetics, and Informatics (SCI'04).*
- **Wang, F., Forgionne, G., & Ha, L.** (2004). Re-estimation of E-Business Planning Model in Real Business World. *In Proceedings of IEEE 2004 Conference on Electronic Commerce (IEEE-CEC'04).*
- **Wang, F., Ha, L., & Forgionne, G.** (2004). DMSS in Support of E-business Strategies. *In Proceeding of 15th IRMA International Conference, Track of Decision Support Technologies.*
- **Wang, F.** (2003). Will Potential Customers Welcome Our Intended DMSS Functions? *In Proceedings of SCI'2003 Conference, the 7th World Multi-Conference on Systemics, Cybernetics, and Informatics.*
- **Ha, L., Forgionne, G., & Wang, F.** (2003). Facilitating Electronic Business Planning with Decision Making Support Systems. *In Proceedings of KES'2003 International Conference on Knowledge-Based Intelligent Information & Engineering Systems.*
- **Ha, L., Forgionne, G., & Wang, F.** (2003). Decision Technologies to Effectively Support Ebusiness Strategy Development. *In Proceedings of the 34th Annual*

*Meeting of the Decision Sciences Institute (DSI), Washington, D.C.*

**Academic &  
Professional  
Activities**

**Director of IT**, Massachusetts Institute of Technology, Economics and Talent Forum (MIT-ETF), Cambridge, Massachusetts, 2012-present

**International Program Committee member** for KES International Conference on Intelligent Decision Technologies (IDT), 2015-present

**Guest Editor**, SPECIAL ISSUE on COVID-19 Pandemic Crisis: Intelligent Knowledge Management Systems and Technologies to Support Decision Making, Intelligent Decision Technologies (IDT) Journal 2021; Special Issue on Decision-Making Frameworks and Methods for Crisis Management in a Global Pandemic, Journal of Decision Systems (JDS) 2021; Special Issue on Agile, Lightweight and Lean IT Service Management Approaches, Information Systems and e-Business Management journal (ISeB), 2021; SPECIAL ISSUE ON Group Decision-Making Support Systems for Pandemic Crises, International Journal of Decision Support System Technology (IJDSST), 2021; SPECIAL ISSUE ON: Decision-Making Support Systems for supporting Quality Management Systems in Higher Education Institutions, International Journal of Decision Support System Technology (IJDSST) 2016, SPECIAL ISSUE ON Group-based Decision and Knowledge Support Systems for Service Systems, International Journal of Information and Decision Sciences (IJIDS) 2016; SPECIAL ISSUE on IT Service Management and Engineering, Intelligent Decision Technologies (IDT) Journal 2013; SPECIAL ISSUE ON: DMSS Development Methodologies: a Software-Systems Engineering Approach, International Journal of Decision Support System Technology (IJDSST) 2012

**Editorial Review Board member**, International Journal of Information Technologies and Systems Approach (IJITSA), 2016 – present; International Journal of Decision Support System Technology (IJDSST), 2018 – present

**Invited Member** of The Institute of Doctors Engineers and Scientists (IDES), 2013-present.

**Symposium Organizer**, the IDETC/CIE 2009 and 2010 conferences, the 29<sup>th</sup> and 30<sup>th</sup> Computers and Information in Engineering Conference (CIE)

**Journal Manuscript Reviewer**, International Journal of Information Technologies and Systems Approach (IJITSA); Decision Sciences Journal (DSJ) Reviewer, 2006-present; IJDSST (special issue in DMSS and Systems Approach), present; Expert Systems, invited reviewer, present; The Information Resources Management Journal (IRMJ); Journal of Organizational and End User Computing (JOEUC), an official publication of the IRMA, 2004-2006;

**Invited Conference Reviewer**, The 44th Annual Meeting of The Western Decision Sciences Institute (WDSI 2014); SIGSVC 2013 as ancillary conference of the premier #1 ICIS 2013 (International Conference of Information Systems); The International Conference on Information Resources Management (Conf-IRM 2010), Montego Bay, JM

**Invited Session Chair** for the KES International Conference on Intelligent Decision Technologies (IDT-15), 10-12 June 2015 (TBC), Bay of Naples, Italy

**Session Chair for IS/IT Strategy Development** during the 45th Annual Meeting of the Decision Sciences Institute in Tampa, FL during November 22-25, 2014

**Program Board Member**, International Conference on Collaborative Decision Making (CDM 2008), Manufacture des Tabacs, Toulouse, France

**Selected Participant**, DSI Doctoral Student Consortium & DSI New Faculty

Development Consortium, Decision Sciences Institute (DSI), 2005-2006

**Program Committee Member** of the IRMA (Information Resources Management Association) 2005, 2006 and 2007 International Conference

**DSI Member and Reviewer**, presented papers and/or conducted peer-paper reviews for the 34<sup>th</sup>~39<sup>th</sup> Annual Decision Sciences Institute Meetings, 2003~present

**Encyclopedia Manuscript Reviewer**, the Encyclopedia of E-Commerce, E-Government and Mobile Commerce (formerly the Encyclopedia of E-Technologies and Applications), 2005-2006

**IRSC Meeting Organizer & Coordinator**, Interactive Systems Research Center (ISRC), Information Systems Dept., UMBC, 2005-2006

**Session Chair for DST Track** during the 2004 Information Resources Management Association (IRMA) International Conference in New Orleans, Louisiana during May 23-26, 2004

**Academic Meeting Organizer & Invited Speaker** for the Human Factors and Ergonomics Society (HFES) Potomac Chapter @ Interactive Systems Research Center (ISRC), November, 2004

**Conference reviewers** for The 27<sup>th</sup> Computers and Information in Engineering Conference (CIE), the 7<sup>th</sup> & 8<sup>th</sup> World Multi-Conference on SYSTEMICS, CYBERNETICS AND INFORMATICS, the International Conference on Enterprise Information Systems (ICEIS-2004), the 15<sup>th</sup>~17<sup>th</sup> Information Resource Management Association International Conference

**Webmaster and System Administrator** for the 7th International Conference on Knowledge-Based Intelligent Information & Engineering Systems (KES'03), 2003

**Conference & Invited Presentations**

- “Managing Projects in the Era of Cloud Computing” The Decision Sciences Institute 2020 Annual Meeting virtually online.
- “Project Risk Management: An Integrated Decision-making Support Approach” The DSI 2019 Annual Meeting in Washington D. C., USA.
- “The development of expertise in project management using an advanced cognitive learning model; Results of Research with Project Management Institute (PMI) Members using an “Alpha” version of an online learning product” The DSI 2019 Annual Meeting in Washington D. C., USA.
- “Effective Decision Making in the Big Data era: An integrative view” The DSI 2018 Annual Meeting in Washington D. C., USA.
- “Big Data Analytics and its Role in Business Optimization: A Strategic Perspective” The DSI 2018 Annual Meeting in Washington D. C., USA.
- “Decision Making Support through Data Science” The DSI 2017 Annual Meeting in Washington D. C., USA.
- “Business Strategy and Alignment with Information Systems and Organizational Strategy: A Critical Analysis of Google’s Strategies” The DSI 2017 Annual Meeting in Washington D. C., USA.
- “Using Innovative Technology to Improve Online Learning Experience” the OLC Accelerate 2017, Orlando, USA.
- “Don't dread the program review: Program assessment made easy” the OLC Accelerate 2017, Orlando, USA.
- “Decision Support for Quality Management in Higher Education Institutions” *The 22nd Annual Online Learning Consortium Accelerate Conference, November,*

Orlando, FL., 2016.

- “Best practices, tools and techniques using Multimedia feedback in online learning” The Washington Canvas Users Conference, March, 2015.
- “Business-IT Strategic Alignment: Origins, Concepts, Frameworks, and Emergent Challenges” The 45th Annual Meeting of the Decision Sciences Institute, November, 2014.
- “Population Dynamics, Labor Force, and Economic Growth in WA: The impact of retiring baby boomers” The 44th Annual Meeting of the Decision Sciences Institute, November, 2013.
- “Using Audio Technology (Jing) to Improve Assessment of Student Work in Online Learning Environments” The 17th Annual Sloan Consortium International Conference on Online Learning, 2011.
- “A Hybrid Education Model: Experimental Results Using Introductory Level Marketing Courses” The 35th Annual Conference of the Marketing Educators' Association, 2011.
- “A New Model of Education for Introductory Level Marketing Courses: Experimental Result” The 34th Annual Conference of the Marketing Educators' Association, 2010.
- “Evaluating EBDMSS in the Real Business World Using an Integrative DSS Evaluation Framework” The 40th Annual Meeting of the Decision Sciences Institute, November, 2009.
- “A Service Oriented Architecture for Improving E-Business Competitiveness” The 39th Annual Meeting of the Decision Sciences Institute, November, 2008.
- “Empirical Evidence on Customers' Attitudes Towards Online Decision Aid” The 38th Annual Meeting of the Decision Sciences Institute, November, 2007.
- “*Intelligent Decision Support for Strategic E-business Management – Stage II*” The 36th Annual Meeting of the Decision Sciences Institute, November, 2005.
- “*Evaluating EBDMSS in Real Business World*” The 35th Annual Meeting of the Decision Sciences Institute, November 20, 2004, Boston, Massachusetts.
- “*Applying Web Usability Methods to Adaptive Website Design*” Human Factors and Ergonomics Society (HFES) Potomac Chapter and Interactive Systems Research Center (ISRC), November 3, 2004, Baltimore, Maryland
- “*DMSS in Support of E-business Strategies*” The 15th IRMA International Conference, May 25, 2004, New Orleans, Louisiana.
- “*Evolving Usability Concept for Web Site Design*” The 15th IRMA International Conference, May 24, 2004, New Orleans, Louisiana.
- “*Will Potential Customers Welcome Our Intended DMSS Functions?*” The 7th World Multi-Conference on Systemics, Cybernetics, and Informatics, July 22, 2003, Orlando, Florida.