

Monica S Johar

CONTACT INFORMATION	University of North Carolina at Charlotte BISOM Department, 9201 University City Blvd Charlotte, NC 28223-0001	Phone: (512) 417-1877 Email: msjohar@uncc.edu
ACADEMIC POSITION	Associate Professor Business Information Systems and Operations Management (BISOM) <i>Belk School of Business</i> University of North Carolina at Charlotte, USA	August 2013 - Present
	Assistant Professor Business Information Systems and Operations Management (BISOM) <i>Belk School of Business</i> University of North Carolina at Charlotte, USA	August 2006 – July 2013
EDUCATION	Ph.D. Management Information Systems <i>Naveen Jindal School of Management</i> University of Texas at Dallas, USA	August 2006
	M.S. Management Information Systems <i>Naveen Jindal School of Management</i> University of Texas at Dallas, USA	August 2005
	B.E. Electronics and Telecommunications <i>Cummins College of Engineering</i> Pune University , Pune, India	July 2000
RESEARCH INTERESTS	Digital Customer Care, Recommender Systems, Web Personalization, Knowledge Management, Social Networks, Software Engineering, Information Security, Peer-to-Peer networks, Content Provision and Distribution Markets, Applications of Structural modeling using Stochastic Differential Equations, Mathematical modeling and Optimization.	
TEACHING INTERESTS	Core courses in business and data analytics including data warehousing, data pre-processing, predictive modeling, data mining, business analytics strategy. Systems Analysis and Design, Database Systems, Business Telecommunications and Information Security.	
HONORS, AWARDS AND NOMINATIONS	1. Mousavi, R., Johar, M., and Mookerjee, V. “The Voice of the Customer: Managing Customer Care in Twitter,” <i>Information Systems Research</i> . Department Nominee for Best Paper Award . <i>Belk College of Business</i> , 2020. 2. <i>Most Significant Contribution Towards the Education of Senior Students</i> , 2018. 3. Johar, M., Mookerjee, V., and Sarkar, S. “Selling vs. Profiling: Optimizing the Offer Set in Web Based Personalization,” <i>Information Systems Research</i> . Department Nominee for Best Paper Award . <i>Belk College of Business</i> , 2015.	

3. *Most Significant Contribution Towards the Education of Senior Students*, 2015
4. Johar, M., Kumar, N., and Mookerjee, V. "Content Provision Strategies in the Presence of Content Piracy," *Information Systems Research* **Best Paper Award**. *Belk College of Business*, 2012.
5. Johar, M., Atahan, P., and Sarkar, S., "Offer Sets, User Profiles and Firm Payoffs," **Best Paper Award Nominee**. *Fourth China Summer Workshop on Information Management (CSWIM)*. June 2010.
6. Johar, M., Atahan, P., and Sarkar, S., "Strategic Learning in Recommendation Systems," **Best Paper Award Nominee**. *Workshop on e-Business (WeB)* December 2008.
7. Doctoral candidate representing the Naveen Jindal School of Management, University of Texas at Dallas at *ICIS Doctoral Consortium*, Dec 2005.
8. Doctoral candidate representing the Naveen Jindal School of Management, University of Texas at Dallas at *Big XII Symposium*, Norman OK, April 2005.
7. Dawande, M., Johar, M., Kumar, S., and Mookerjee, V., "Optimizing Module-Developer Assignment in Software Projects: Pair versus Solo Programming," **Best Paper Nominee**. *Workshop on Information Technologies and Systems (WITS)*. December 2003.
8. "Pat on the Back Award", Satyam Computers Ltd, India, 2001, for outstanding contribution as SAP consultant)

REFERRED
JOURNAL
ARTICLES

- J1. Mousavi, R., Johar, M., and Mookerjee, V. "The Voice of the Customer: Managing Customer Care in Twitter," *Information Systems Research*, June 2020, published online before print. <https://doi.org/10.1287/isre.2019.0889>.
- J2. Dong, S., Johar, M., and Kumar, R. "Design of Contracts and Workflows for Knowledge Intensive IT Service Environments," *Decision Sciences* 50(3), June 2019, pp. 418-458.
- J3. Mayadunne, S., Johar, M., and Saydam, C. "Competitive store closing during an economic downturn," *International Journal of Production Economics* 199, May 2018, pp. 162–178.
- J4. Johar, M., Mookerjee, V., and Sethi, S. "Optimal Local and Global Software Reuse Policies: A Control Theoretic Approach," *Information Systems Frontiers* 7, April 2015, pp. 439–453.
- J5. Johar, M., Mookerjee, V., and Sarkar, S. "Selling vs. Profiling: Optimizing the Offer Set in Web Based Personalization," *Information Systems Research* 25(2), June 2014, pp. 285–306.
- J6. Dong, S., Johar, M., and Kumar, R. "Understanding Key Issues in Designing and Using Knowledge Flow Networks: An Optimization-Based Managerial Benchmarking Approach," *Decision Support Systems* 55(3), June 2012, pp. 646-659.
- J7. Johar, M., Kumar, N., and Mookerjee, V. "Content Provision Strategies in the Presence of Content Piracy," *Information Systems Research*, 23(2) September 2012, pp. 960-975
- J8. Dong, S., Johar, M., and Kumar, R. "A Benchmarking Model for Management of Knowledge-Intensive Service Delivery Networks," *Journal of Management Information Systems* 28(3), Winter 2011-12, pp. 127-160.
- J9. Johar, M., Menon, S., and Mookerjee, V. "Analyzing Sharing Incentives in Peer-to-Peer Networks Under Various Congestion Measures," *Information Systems Research* 22(2), June 2011, pp. 325-345.

- J10. Dawande, M., Johar, M., Kumar, S., and Mookerjee, V. “A Comparison of Pair versus Solo Programming under Different Objectives: An Analytical Approach,” *Information Systems Research* 19(1), March 2008, pp. 71-92.
- MANUSCRIPTS UNDER REVIEW
- W1. Dong, S., Johar, M., and Kumar, R. “Hybrid Workflows in Platform-enabled Private Marketplaces,” Under review at *Decision Sciences*, January 2020.
- W2. Johar, M., Atahan, P., and Sarkar, S. “Modeling User Choice to Compose Offer Sets” Reject (in preparation for Resubmit to *Information Systems Research*), Summer 2020.
- WORK IN PROGRESS
- W3. Johar, M., Mookerjee, V. “Could Agility lead to Imbalance? A Comparison of Traditional and Agile Methods from the Perspective of Functionality and Quality,” *Working Paper*.
- W4. Johar, M., Zhou, J and Mookerjee, V. “Optimal Information System Security Investment – A Control Theoretic Approach,” *Working Paper*.
- W5. Johar, M., Mookerjee, V. “Optimal Information Security Management Under Uncertainty,” *Working Paper*.
- W6. Johar, M., Mousavi, R., and Mookerjee, V. “Using Structural Econometrics to Predict U.S. Presidential Election Outcome,” *Working Paper*.
- REFERRED CONFERENCE PROCEEDINGS
- C1. Mousavi, R., Johar, M., and Mookerjee, V. “A Stochastic Control Model for Developing a Response Strategy to Customer Sentiment in Twitter,” *Workshop on Information Technologies and Systems (WITS)*, December 2017, Seoul, South Korea.
- C2. Atahan, P., Johar, M., and Sarkar, S. “Composing Offer Sets to Maximize Expected Payoffs,” Tenth edition of *Conference on the Digital Economy (CODE)*, December 2016, Indian School of Business, Hyderabad, India.
- C3. Dong, S., Johar, M., and Kumar, R. “Optimal Pricing and Workforce Composition for Service Delivery Using a Hybrid Workforce,” *Workshop on E-Business (WeB)*, December 2016, Dublin, Ireland.
- C4. Dong, S., Johar, M., and Kumar, R. “Leveraging a Hybrid Workforce for Service Delivery,” *Workshop on Information Technologies and Systems (WITS)*, December 2015, Dallas, TX.
- C5. Dong, S., Johar, M., and Kumar, R., “Impact of Contract Structures on the Operation of Managed Service Environments (MSE),” *Workshop on Information Technologies and Systems (WITS)*, December 2014, Auckland, NZ.
- C6. Johar, M., and Mookerjee, V. “Optimal Incremental Software Development: A Control Theoretic Approach,” *Workshop on Information Technologies and Systems (WITS)*, December 2013, Milan, Italy.
- C7. Johar, M., Zhou, Jing., and Mookerjee, V. “Optimal Information System Security Investment,” *Workshop on Information Technologies and Systems (WITS)*, December 2013, Milan, Italy.
- C8. Dong, S., Johar, M., and Kumar, R., “Workforce analytics for knowledge-intensive service delivery using a private service marketplace,” *Workshop on Information Technologies and Systems (WITS)*, December 2013, Milan, Italy.
- C9. Dong, S., Johar, M., Kumar, R. “Understanding Key Issues in Creating and Nurturing Organizational Networks in the Context of Knowledge Intensive Service Delivery,” *Workshop on E-Business (WeB)* December 2010, Saint Louis, MS.

- C10. Dong, S., Johar, M., Kumar, R. “Understanding Key Issues in Creating and Nurturing Organizational Networks in the Context of Knowledge Intensive Service Delivery,” *Workshop on E-Business (WeB)* December 2010, Saint Louis, MS.
- C11. Johar, M., Atahan, P., and Sarkar, S., “Offer Sets, User Profiles and Firm Payoffs,” *Fourth China Summer Workshop on Information Management (CSWIM)* June 2010, Wuhan, P.R. China (**Best Paper Award Nominee**).
- C12. Atahan, P., Johar, M., Sarkar, S. “Optimizing Offer Sets Based On User Profiles,” *Workshop on Information Technologies and Systems (WITS)* December 2009, Phoenix, AZ.
- C13. Johar, M., Atahan, P., and Sarkar, S., “Strategic Learning in Recommendation Systems,” *Workshop on e-Business (WeB)* December 2008, Paris, France (**Best Paper Award Nominee**).
- C14. Dong, S., Johar, M., Kumar, R. “A Model to Facilitate Systematic Design of Knowledge-Intensive Service Delivery Networks,” *Workshop on Information Technologies and Systems (WITS)*, December 2007, Montreal, CANADA.
- C15. Johar, M., Sarkar, S. “Optimizing the Composition of the Consideration Set for Web-based Personalization,” *Workshop on Information Technologies and Systems (WITS)*, December 2006, Milwaukee, WI.
- C16. Johar, M., Mookerjee, V., and Sethi, S. “Optimal Local and Global Software Reuse Policies: A Control Theoretic Approach,” *Conference on Information Systems and Technology (CIST)*, November 2005, San Francisco, CA.
- C17. Johar, M., Mookerjee, V., and Menon, S. “An Economic and Operational Analysis of sharing in P2P Networks,” *Workshop on Information Technologies and Systems (WITS)*, December 2004, Washington, DC.
- C18. Dawande, M., Johar, M., Kumar, S., and Mookerjee, V. “Optimizing Module-Developer Assignment in Software Projects: Pair versus Solo Programming,” *Workshop on Information Technologies and Systems (WITS)*, December 2003, Seattle, WA (**Best Paper Award Nominee**).

GRANTS

1. “Leveraging a Hybrid Workforce for Service Delivery”.
Summer Research Grant. Sponsored by the Belk College of Business. 2017
\$17,500
2. “Optimal Information System Security Management under Uncertainty”.
Summer Research Grant. Sponsored by the Belk College of Business. 2016
\$17,000
3. “Impact of Contract Structures on the Design of Knowledge Intensive Service Delivery Networks”.
Summer Research Grant. Sponsored by the Belk College of Business. May 2014
\$17,500
4. “Optimal Software Release Policy for Agile and Traditional Software Development Methodologies”.
Summer Research Grant. Sponsored by the Belk College of Business. May 2013
\$12,500
5. “Optimal Information Security Investment – A Control Theoretic Approach”.
Summer Research Grant. Sponsored by the Belk College of Business. May 2012
\$15,500
6. “Customer Service Analytics Pilot Project”.

- University of North Carolina at Charlotte Grant for Industry Alliance*. May 2012 **\$12,000**
7. “Optimizing Offer sets based on User Profiles”.
Dean’s Scholar Research Grant. Sponsored by the Belk College of Business, May 2011 **\$20,000**
8. “Understanding Key Issues in Designing and Using Knowledge Flow Networks: An Optimization-Based Managerial Benchmarking Approach”.
Summer Research Grant. Sponsored by the Belk College of Business, May 2010. **\$15,000**

PRESENTATIONS
AND INVITED
TALKS

- Composing Offer Sets to Maximize Payoffs, *Conference on Data Science for Business and Economics*, Purdue University, West Lafayette Indiana, 2018
- A Stochastic Control Model for Developing a Response Strategy to Online Users, *Production and Operations Management*, Seoul South Korea, 2017.
- Optimal Pricing and Workforce Composition for Service Delivery Using a Hybrid Workforce,” *INFORMS Annual Meeting*, Houston TX, 2017.
- Using a Private Marketplace to Build a Hybrid Workforce for IT Service Delivery, *INFORMS Annual Meeting*, Nashville TN, 2016
- Leveraging On-demand Markets to Manage a Hybrid Workforce for IT Service Delivery, *INFORMS Annual Meeting*, Philadelphia PA, 2015
- An Optimal Effort Allocation and Release Policy for Agile Software Development, *INFORMS Annual Meeting*, San Francisco CA, 2014
- An Agent-based Model for Managing Short-Term Demand for Software Development Tasks, *INFORMS Annual Meeting*, Minneapolis MN, 2013
- Optimal Information System Security Investment, *INFORMS Annual Meeting*, Phoenix AZ, 2012.
- Offer Sets, User Profiles and Firm Payoffs, *ibid2save LLC*, Online auction firm, Charlotte NC, 2012.
- Optimal Local and Global Software Reuse Policies: A Control Theoretic Approach, *INFORMS Annual Meeting*, Charlotte NC, 2011.
- Optimal Local and Global Software Reuse Policies: A Control Theoretic Approach, *Production and Operations Management*, Orlando FL, 2009.
- A Model to Facilitate Systematic Design of Knowledge-Intensive Service Delivery Networks, *INFORMS Annual Meeting*, Washington DC, 2008. .
- Analyzing the impact of Peer-to-Peer networks on the Market for Content Provision and Distribution, *INFORMS Annual Meeting*, Seattle WA, 2007.
- Optimizing the Composition of the Consideration Set to Maximize Payoffs from Web-based Personalization, *INFORMS Annual Meeting*, Seattle WA, 2007.
- Optimizing the Composition of the Consideration Set to Maximize Payoffs from Web-based Personalization, *International Conference on Management Science*, Dallas TX, 2006.
- An Economic and Operational Analysis of Sharing in P2P Networks, *Big XII Information Systems Research Symposium*, Norman OK, 2005.

Optimizing Module-Developer Assignment in Software Projects: Pair versus Solo Programming, *Doctoral Consortium, International Conference on Information Systems (ICIS)*, LasVegas NV, 2005.

TEACHING
EXPERIENCE

At UNC-Charlotte

Business Intelligence and Analytics, graduate (Developed and Taught)

Business Statistics, graduate

Information Systems research Seminar, graduate

Data and Knowledge Management in Business, graduate

Business Analytics, undergraduate (Developed and Taught)

Visual Basic, undergraduate

Systems Analysis and Design, undergraduate

Introduction to Management Information Systems, undergraduate

The University of Texas at Dallas

Introduction to Management Information Systems, undergraduate

PROFESSIONAL
SERVICES

Senior Editor

Production and Operations Management, 2015 – 2017, 2020 – Present

Associate Editor

Information Technology and Management, 2014-Present

Conference Program Committee Member

Conference on Information Systems and Technology, 2014 - Present

Workshop on Information Technologies and Systems, 2014 – Present

Track/Session Chair

INFORMS Annual Conference, Information Systems Cluster, Phoenix, AZ 2012

INFORMS Annual Conference, Information Systems Cluster, Charlotte, NC 2011

Reviewer for Premier Business School Journals

Management Science

Information Systems Research

Management Information Systems Quarterly

Production and Operations Management

Journal of Management Information Systems

Decision Support Systems

Reviewer for Premier Information Systems Conferences

Workshop on E-Business

International Conference on Information Systems

PROFESSIONAL
TRAINING

SAS Academic Workshop on Business Intelligence and Analytics

ADMINISTRATIVE
SERVICES

UNIVERSITY LEVEL	<p><i>Member, Faculty Information and Technology Services Advisory Committee, 2018-present</i></p> <p><i>Member, University Faculty Research Grants Committee, 2018-Present</i></p> <p><i>Member, Faculty Council, 2011, 2018-2020</i></p>
COLLEGE LEVEL	<p><i>Chair, Belk College Graduate Council, 2017-2018</i></p> <p><i>Member, Belk College Graduate Council, 2011-Present</i></p> <p><i>Member, Data Science and Business Analytics Planning Committee, 2014</i></p> <p><i>Member, Belk College Summer grants Committee, 2012</i></p> <p><i>Member, Undergraduate Course and Curriculum Committee, 2010-2011</i></p> <p><i>Member, Planning Committee for master's degree in Data Science and Business Analytics 2012</i></p> <p><i>Member, Entrepreneurship Certificate Development Taskforce, 2010</i></p>
DEPARTMENT LEVEL	<p><i>Chair, Department Graduate Affairs Committee, 2018- Present</i></p> <p><i>Chair, Department Review Committee, 2016- 2018.</i></p> <p><i>Member, Department Review Committee, 2016-2020.</i></p> <p><i>Member, Department Graduate Affairs Committee, 2011-2017.</i></p> <p><i>Member, Department Undergraduate Course and Curriculum Committee, 2010-2011</i></p> <p><i>Member, Faculty Recruitment Committee, 2007-2008, 2014-2016.</i></p> <p><i>Member, Department Peer Review Committee, 20018-Present.</i></p> <p><i>Member, Department Events Committee, 20015-2016.</i></p> <p><i>Course Coordinator, INFO 3130, 2012.</i></p> <p><i>Supervisor, Online course supervisor for the office of Distance Education, 2010.</i></p>
PhD STUDENTS SUPERVISED	<p><i>Co-chair, Su Dong (2011), Associate Professor, Fayetteville State University</i></p> <p><i>Co-Chair, Sanjaya Mayadunne (2014), Assistant Professor, Georgia Gwinnett College</i></p> <p><i>External Committee Member (2019) Prayag Parikh, EPRI, Charlotte, NC</i></p>
INDUSTRY AFFILIATIONS	<p><i>ibid2save.com. To develop efficient recommender algorithms for their dynamic penny auction environment.</i></p> <p><i>IBM's 'future of work' Strategy Software Group. The focus was to understand the implications of a hybrid IBM workforce. A hybrid workforce would enable more flexible staffing arrangements with IBM by replacing permanent workers with external ones, as required.</i></p> <p><i>Satyam Computers India Ltd. SAP Consultant.</i></p>