Mary L. Lind, Ph.D
Mary.lind@etamu.edu

Work Experience

2020 – 2025 Louisiana State University Shreveport, Residence Professor
1985 – 2020 North Carolina A&T State University, Full Professor

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

2025 Mierzwa, S. & Lind, M. (2025) Importance of Soft Skills Comparative Study with Cybersecurity Professionals in the Manufacturing and Finance Critical Sectors Information Systems Education Journal, in print

2025 Vegi, Lind, M. (2025) Predictive Analysis of Patients' Telemedicine Adoption in the Nashville Metropolitan Area – An Application of UTAUT Model *Journal of Information Systems Applied Research and Analytics*, 18, 61-76.

2024 Lind, M. and Mohammed, A.(2024) Examining factors influencing the acceptance of big data analytics in healthcare, *Journal of Information Systems Applied Research*. 31-44. https://doi.org/10.62273/QNDU3179

2024 Lind, M. and Woldeyohannis, A.(2024) U.S. healthcare systems electronic health records security threat avoidance, *Journal of Information Systems Applied Research*. 16-28, DOI: https://doi.org/10.62273/HLGE2976

2023 Papineni, D. D. and Lind, M. (2023). Examining engineers' lived experiences deploying machine learning production models: A phenomenological study. Journal of Strategic Innovation and Sustainability, 18(1), 59-91. https://doi.org/10.33423/jsis.v18i1.6058 ISSN: 1718-2077

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*, 25-32. DOI: 10.4018/IJISSC.298337 ISSN: 1941-868X

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), 45-58. ISSN 2327-0845

2021 Montero, J. and Lind, M. (2021) Determining business intelligence usage success, *International Journal of Computer Science and Information Technologies*, 12(6), 45-67. DOI: 10.5121/ijcsit.2020.12604 ISSN: 0975–9646

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, International 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 Management 7(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

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 Management***, 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.

2001 Lind, MR., An Exploration of Communication Channel Usage by Gender, ***Work Study***, 50(6), 269-275.

2001 Lind, M.R E-Business Web Site Monitoring, ***Issues in Information Systems***, 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

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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 <u>**Information Communication Technologies: Concepts, Methodologies, Tools, and Applications**</u>, 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, <u>**Encyclopedia of Portal Technologies and Applications**</u>.

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Conference Proceedings

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2024   Prakash, C. and Lind, M. (2024). Securing microservices in healthcare insurance: A Zero-Trust architecture approach. Proceedings of Decision Sciences Institute, Nov. 23-26, Phoenix, AZ, 1102-1122.

2023   Suram, V. and Lind, M. (2023). Effects of gamification training on employees' information security compliance. Proceeding of the Decision Sciences Institutes, Nov. 18-20, Atlanta, GA. pages 337-362

2022   Lind, M**.** Examining engineers' lived experiences deploying machine learning production models: A phenomenological study, Proceedings of the **Decision Sciences Institute**, Houston. Nov 18-20.

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, Proceedings of the **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