

Christina N. Outlay, PhD, PMP

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Primary Teaching/Research Interest

Management of IS, IT Legislation and Compliance

Research Interests

IT outsourcing, management of IS personnel, technology mediated learning, open source software development, legal issues in IS

Teaching Interests

Project management, introduction to MIS, operations management, system analysis and design, legal issues in IS, IT auditing, online and distance learning

Education

Doctor of Philosophy, (*Management Information Systems*)

University of Illinois at Chicago - Liautaud Graduate School of Business

Dissertation Title: Resizing the Information Systems Function after Outsourcing: Examining Psychological Contracts, Violations and Outcomes

Defended proposal: June, 2007

Defended dissertation: July, 2008

2002 **Master of Science - with distinction**, (*Information Systems, IT Project Management*)

DePaul University - School of Computer Science, Telecommunications, and Information Systems

2002 **Project Management Professional certification**, Project Management Institute (renewed 2006)

1997 **Bachelor of Arts**, (*Industrial/Organizational Psychology*)

DePaul University - College of Liberal Arts and Sciences

Awards and Honors

Accepted at **ICIS Doctoral Consortium, 2007**

Accepted at **SIGMIS CPR Doctoral Consortium, 2007**

University of Illinois at Chicago

Selected as **UIC Lincoln Fellow, 2005**

Selected as **UIC Liautaud Scholar, 2004-2008**

PhD Project Information Systems Doctoral Student Association, member since 2004

Selected as **CIC/GE Fellow, 2004**

DePaul University – School of Computer Science, Telecommunications, and Information Systems

Inducted into **Upsilon Pi Epsilon – Computer Science Honor Society, 2002**

DePaul University – College of Liberal Arts and Sciences

Elected as **Student Government Association - Senator for Multicultural Student Affairs, 1996-1997**

Received **Outstanding Senior Leadership Award, 1997**

Received **Rev. Ben Richardson Award, 1997**

Received **Excellence in Leadership Award, 1997**

Academic Experience

DePaul University (College of Commerce) – Chicago, Illinois [9/2008 – Present]

Full-time Instructor of MIS for Graduate and Undergraduate Courses

DePaul University (School of Computing and Digital Media) – Chicago, Illinois [1/2008 – Present]

Adjunct IS Faculty for Graduate and Undergraduate Courses

DePaul University (College of Commerce) – Chicago, Illinois [9/2006 – 8/2008]

Adjunct MIS Faculty for Graduate and Undergraduate Courses

University of Illinois at Chicago (Department of Information and Decision Sciences) – Chicago, Illinois [8/2005 – Present]

IS Teaching Assistant/Instructor

Graduate Assistant to 2007 NCA Self-Study Reaccreditation Committee

Professional Experience

Classified Ventures – Apartments.com – Chicago, Illinois [2/2008 – 3/2009]

IT Project Manager, Consultant

Allstate Insurance (Allstate Financial Technology) – Northbrook, Illinois [6/2007 – 12/2007]

SOX Program Manager for IT Product Administration

Allstate Insurance (Infrastructure Services) – Northbrook, Illinois [3/2003 – 9/2005]

Program Manager for IT Service Management

United States Naval Reserve – Forest Park, Illinois [5/2001 – 5/2009]

Information Systems Technician, 1st class – E-6

IT Division Supervisor, Command Career Counselor

State Farm Insurance Companies - Bloomington, Illinois [11/1997 – 3/2003]

Infrastructure Project Coordinator

Interface Design Specialist

Refereed Publications

Outlay, C., Krishnan, P., & Ranganathan, C. (2009 forthcoming) “Managing the E-Discovery Challenge at KMCO Gaming” **International Conference on Information Systems (ICIS)**, Phoenix, Arizona.

Outlay, C. & Ranganathan, C. (2007) “Life after IS Outsourcing: Understanding IS Personnel Responses to Resizing Initiatives.” **International Conference on Information Systems (ICIS)**, Montreal, Quebec.

Krishnan, P., Outlay, C. & Ranganathan, C. (2007) “Do Layoffs Payoff? Examining the Financial Impacts of Downsizing Information Technology Workers.” **International Conference on Information Systems (ICIS)**, Montreal, Quebec.

Outlay, C., Krishnan, P., and Ranganathan, C. (2006) “Do Layoffs Payoff? Examining the Financial Impacts of Downsizing Information Technology Workers (RIP).” **Academy of Management Annual Meeting**, Atlanta, Georgia.

Outlay, C. and Ranganathan, C. (2005) “Exploring the Downside of IT Outsourcing: Outsourcing Tactics, Layoffs, and Organizational Outcomes.” **Americas Conference on Information Systems (AMCIS)**, Omaha, Nebraska.

Work in Progress

Ranganathan, C. & **Outlay, C.** Examining the Human Side of IT Outsourcing. [Target: **MIS Quarterly Executive**. Status: *Under third round review.*]

Courses Taught

DePaul University – Chicago, IL

Management of Information Technology (MIS 555)

Management and use of Information Technology (IT) and information services.

- Topics include: strategic role of IT, IT planning and architecture, building the telecommunication highway system, management issues in systems development, the expanding universe of computing, group support systems, intelligent systems, electronic document management, and managing the human side of systems. Course includes extensive use of Blackboard™ discussion boards, quizzes, and assignments.
- Number of students: 35-40 (this course is taught in both online and classroom formats)

Systems Analysis and Design (MIS 674)

Early phases of information systems development with emphasis on object-oriented analysis and design.

- Topics include: requirements analysis and specification, alternative systems development methodologies, rapid application development and prototyping, the use of CASE (computer aided software engineering) tools and GUI (graphical user interface) design with event-driven computing.. Course includes extensive use of Blackboard™ discussion boards, quizzes, and assignments and hands-on use of Microsoft Visio.
- Number of students: 25 (this course is taught in both online and classroom formats)

Management Information Systems (MIS 340)

Introduction to Management Information Systems

- Topics include: The concept of an organization as a system; how information is used to integrate the various parts of an organization; the nature of information; the information needs of managers, and how functional and management information systems support management decision-making at all levels; effects of information technology on management processes. Students learn how to apply these concepts and theories to business situations through conceptual and hands-on use of Access, Excel, and Internet tools.
- Number of students per section: 40

Introduction to Human Computer Interaction (IM 210)

The user interface development process, including user and task analysis, design, prototyping and evaluation.

- This course introduces students to principles such as human memory, perception, and motor abilities as they relate to user interface design. Students design a prototype of a user interface. Students prepare written documents describing their activities and present the final results to the class. Course is taught in a technology-enhanced classroom and using Course Online technology.
- Number of students: up to 40 classroom students, and 20 distance learning students

Social Issues of Computing (IS 511)

Management and use of Information Technology (IT) and information services.

- This course aims to provide a broad survey of the individual, organizational, and cultural impacts of computers and to stimulate reflection upon the social and ethical issues provoked by current and projected uses of computers. Some topics include an in-depth look at computers as they relate to workplaces, communities, public policy, legal issues, education, privacy, and moral values. Course is taught in a technology-enhanced classroom and using Course Online technology.
- Number of students: up to 40 classroom students, 20 distance learning students, and 30 international distance learning students from DePaul's Jordan campus

University of Illinois at Chicago – Chicago, IL.

Operations Management (IDS 355 - lab)

Application of management sciences to the planning and design of production, distribution, and service systems using Microsoft Excel, Treeplan, and Microsoft Project.

- Topics include: introduction to operations management, models and model building, linear programming, project planning (PERT, PERT/CPM), decision trees, queuing models, monte carlo simulation, inventory control. Course managed through a combination of classroom and Blackboard™ activities.
- Duties included: Teaching hands-on lab sessions using Excel, Treeplan, and MS Project technique; writing homework assignments and lab supplements; entering attendance, homework and exam grades.
- Average number of students: 90 – 120 students taught across 3 class sections

Trinity Computer Learning Center – Chicago, IL.

Beginning Internet

Introduction to the World Wide Web, including hands-on training in search engines, email, and instant messaging. Also provides an overview of the technology behind the Internet, such as networks, communication protocols, and types of Internet connections.

Service

Journals

2007 – **Reviewer**, *Personnel Review Journal*

Conferences

2009 – **Track Chair**, America's Conference on Information Systems (**AMCIS**), *Track: Emerging Issues in IS Research*

2009, 2005 – **Reviewer**, International Conference on Information Systems (ICIS)

2009, 2006, 2005 – **Reviewer**, SIGMIS Computer Personnel Research conference (**CPR**)

2006 – **Associate Editor**, International Conference on Information Systems (**ICIS**), *Track: Valuing IT Opportunities*

2006 – **Reviewer**, Academy of Management (**AoM**) conference

2005 – **Reviewer**, Americas Conference on Information Systems (**AMCIS**)

Other

2009-2011 – **Secretary/Treasurer**, Association for Computing Machinery - Special Interest Group on MIS

2008 – Present – **Chair, Scholarship Program** – Sigma Gamma Rho Sorority- Eta Xi Sigma Alumnae chapter

2007 – 2008 - **Faculty advisor**, Sigma Gamma Rho Sorority – Xi Lambda chapter, DePaul University

2007 – 2008 – **Vice-President**, KPMG PhD Project **Information Systems Doctoral Student Association**

2006 – 2007 - **Secretary**, KPMG PhD Project **Information Systems Doctoral Student Association**

2005 - Present - **Member**, Association for Computing Machinery (ACM)

2004 - Present - **Member**, Association for Information Systems (AIS)

2000 - Present - **Member**, Black Data Processing Associates (BDPA)