

SANDRA MARIE RICHARDSON, PhD

*Fogelman College of Business & Economics
University of Memphis
Memphis, TN 38152
Office: 901-678-4563
Email: Sandra.Richardson@memphis.edu*

My research focuses on ethical designs and uses of information systems. Specifically, I am interested in understanding how information systems impact organizational outcomes (primarily in the healthcare and non-profit sectors) and social issues such as patient outcomes, social value creation, and societal norms. The foundations of my research include design science, IT strategy, decision-making, knowledge management, ethics, and philosophy. I secured several external grants from several funding agencies, for a total of \$569,818. These grants were funded by the Office of the National Coordinator, The State of Tennessee's Office of e-Health Initiatives, the Air Force Institute, and Johnson and Johnson. I collaborated with researchers across several disciplines and industries, including public health, global health organizations, healthcare workers, and government agencies in the US and around the world. I received my PhD in MIS from the University of Central Florida in 2006. I am a distinguished member – cum laude of the Association for Information Systems (AIS) and I have held leadership roles in the AIS, including serving as the Chair of Placement Services, Treasurer and Communications Officer & Outreach Officer of SIG Social Inclusion and was the co-founder of the AMCIS Mid-Career Faculty Consortium. I served as Senior Editor for *The DATA BASE for Advances in Information Systems* from 2018-2021. Since 2019, I have held leadership positions in the college, including Department Chair of the MIS Department (2019-current) and concurrently Associate Dean for Faculty and Administration (2022-current).

EDUCATION

- Ph.D. in Business Administration**, University of Central Florida, 2006
Major: Management Information Systems *Minor:* Accounting
- M.S. in Management Information Systems**, Texas Tech University, 2002
Minor: Accounting
- B.S. in Psychology**, University of New Mexico, 1997
Minor: Biology/Pre-med

ACADEMIC WORK EXPERIENCE

- 2006 – Present: Fogelman College of Business & Economics, University of Memphis
 - 2022 to Present, FCBE Associate Dean for Faculty and Administration
 - 2021 to Present, Department Chair, Dept. of Management Information Systems
 - 2019 to 2021, Interim Department Chair, Dept. of Business Information & Technology
 - 2013 to Present, Associate Professor
 - 2014 to 2020, Coordinator MS in Information Systems & Graduate Certificate Programs

- 2006 to 2013, Assistant Professor

RESEARCH INTERESTS

- Healthcare Information Systems
- Interorganizational Collaboration
- IS Strategy and Innovation
- Ethical IS Design
- Ethics and Decision Making
- Organizations and Public Policy
- IT-enabled Global Health

TEACHING INTERESTS

- Systems Analysis and Design
- Strategy and Management of IS
- Healthcare Information Systems
- IT Project Management
- Information Security and Privacy
- IT Ethics
- Organizations and Public Policies

RESEARCH PRODUCTION

The MIS Department currently adopts the [AIS Senior Scholar's List of Premier Journals](#) as their A+ ranking list.

Peer-Reviewed Journal Publications

Richardson, S.M., Petter, S., Carter, M. (2021) "Does PAPAS Know Best? A Continuation and Call for Discussion", *Communication of the AIS*, 49, pp.477-482, November.

Richardson, S.M., Petter, S., Carter, M. (2021) "Five Ethical Issues in the Age of Big Data", *Communications of the AIS*, 49, pp. 430-447, September.

Paradice, D., Parrish, J., **Richardson, S.** (2019) "An Analysis of One Grand Challenge Pursuit: Insights from a Multi-year Design Science Research Project Stream", *Communications of the AIS*, 45, pp. 322-339, October.

Petter, S., **Richardson, S.**, Randolph, A.B. (2018) "Stuck in the Middle: Reflections from the AMCIS Mid-Career Workshop." *Communications of the AIS*, 42, pp. 51-65, February.

Richardson, S.M., Banks, M.S., Kettinger, W., and Quintana, Y. (2014) "IT and Agility in the Social Enterprise: A Case Study of St. Jude Children's Research Hospital's 'Cure4Kids' IT-Platform for International Outreach." *Journal of the Association of Information Systems*, 15(1), pp. 1-32.

Richardson, S.M. (2012) "Toward a Framework for Personalized Web-based Training for Healthcare Providers in Low-Income Countries." *Studies in Health Technology Information*, No.172, 100-7.

Moeller, G., Zhang, X. and **Richardson, S.** (2012) "Understanding Antecedents of Interpersonal Conflict in Information Systems Development: A Critical Analysis." *Journal of Information Technology Management*, 23(3), 12-43.

Gillenson, M., Racer, M., **Richardson, S.**, and Zhang, X. (2011) "Engaging Testers Early and Throughout the Software Development Process: Six Models and a Simulation Study." *Journal of Information Technology Management*, Vol. XXII, No. 1, pp. 8-27.

Poston, R., and **Richardson, S.M.**, (2011) "Designing an Academic Project Management Program: Collaboration between a University and a PMI Chapter." *Journal of Information Systems Education*, Vol. 22, No. 1, pp. 55-72.

Limpornpugdee, W., Janz, B., and **Richardson, S.**, (2009) "Communications and Competence Factors as Moderators to the Relationship Between User Participation and Information Quality." *Journal of Information Technology Management*, Vol XX, No. 2, pp. 1-21.

Richardson, S.M., (2007) "Can You Hear What I See? Nonverbal Communication and the Changing Face of TML." *Communications of the AIS*, December, Vol. 20, No. 58.

Linden, L., Kuhn, R., Parish, J. **Richardson, S.**, Adams, L., Courtney, J., (2007) "Churchman Inquiring Systems: Kernel Theories for Knowledge Management." *Communications of the AIS*, December, Vol. 20, Article 52.

Richardson, S.M., Courtney, J.F. and Haynes, J.D., (2006) "Theoretical Principles for Knowledge Management System Design: Application to Pediatric Bipolar Disorder," *Decision Support Systems*, December, Vol. 42, No. 3. pp. 1321-1337.

Richardson, S.M., Courtney, J.F. and Paradice, D.B., (2001) "An Assessment of the Singerian Approach to Organizational Learning: Cases from Academia and the Utility Industry," Special Issue of *Information Systems Frontiers* on Philosophical Reasoning in Information Systems Research, Vol. 3, No. 1, pp. 49-62.

Funded Research Grants (Internal and External)

External Grants

- Principal Investigator - "*Best Practices in T&E for IT Systems and Cybersecurity*", Air Force Institute of Technology Grant, STEP – \$45,000 (2021)
- Principal Investigator - "*Direct Exchange Pilot Project in the State of Tennessee*", The Office of the National Coordinator - \$59,532 (2014)
- Principal Investigator - "*Health Information Exchange Technology Implementation in the State of Tennessee*", State of Tennessee's Office of e-Health Initiatives - \$265,286 (2013)
- Co-Investigator - "*Improving Clinical Decision Making and Information Workflow*", Johnson and Johnson (in collaboration with St. Jude Children's Research Hospital's International Outreach Program) - \$200,000 (2011)

Internal Grants

- "*A Mixed-Methods Study to Understand the Effect of the Hands-free Law on Mobile Phone Use While Driving*", Research Enterprise Grant, Fogelman College of Business and Economics - \$42,500 (2020)
- Principal Investigator - "*Faculty Summer Research Grant*" Fogelman College of Business and Economics – \$8,000 (2018)

- Co-Principle Investigator – “Cybersecurity Employment Pipelines: Successful Paths to Careers in Cyber Security”, FedEx Institute of Technology, Cluster to Advance Cyber Security & Testing (CAST) - \$15,000 (2016)
- Principal Investigator - “*Faculty Summer Research Grant*” Fogelman College of Business and Economics – \$8,000 (2015)
- Principal Investigator - “*Faculty Summer Research Grant*” Fogelman College of Business and Economics – \$7,500 (2009)
- Principal Investigator - “*Faculty Summer Research Grant*” Fogelman College of Business and Economics – \$8,000 (2008)
- Principal Investigator - “*Systems Testing Research Fellow Grant*” - Federal Express STEP Fellowship Program - \$8,000 (2007)
- Principal Investigator - “*Faculty Summer Research Grant*” Fogelman College of Business and Economics – \$8,000 (2007)

Research in Progress

I continue to actively work on research projects. I have several works in progress that will be submitted in the near future.

Totty, S., Zhang, C., Richardson, S., and Li, H. “*Combating Handheld Cell Phone Use while Driving: The Role of Laws on Mobile Subscribership*”, Target journal is Information Systems Journal. Planned submission, September 2024.

Clark, D., Guha, A., and Richardson, S. “*Agent Type Effects on Customers’ Probabilistic Expectations*” Planned submission, December 2024. Target journal is Journal of Consumer Psychology.

Clark, D., Guha, A., Richardson, S., “*Agent Type Effect on Potential Employees’ Probabilistic Expectations*” Planned Submission, Early 2025. Target journal is Journal of Public Policy.

Peer-Reviewed Conference Publications

Booth, R., **Richardson, S.M.**, Simon, J. (2016) “Security Risks Related to Employee “Extra-Role” Creation of an “Online-Persona,” at the *America’s Conference on Information Systems (AMCIS)*, Information Systems Security and Privacy (SIGSEC) Track, San Diego, CA.

Booth, R.E., **Richardson, S.M.**, and Simon, J.C. (2016) “Cyber Security Employment Pipelines: Identifying Successful Paths to Careers in Cybersecurity for Under-represented Groups, *Computer Research Association-Women Workshop*.

Singh, K, Janz, B., **Richardson, S.M.**, Amis, J., (2015) “Sensemaking of ‘Direct’ E-share Technology in Healthcare: Discourses and Narratives from West Tennessee”, *Southern Management Association (SMA)*, Healthcare/Hospitality Management/Public Administration Track, St. Pete Beach, FL.

Singh, K, Janz, B., **Richardson, S.M.**, Amis, J., (2015) “What are they Saying? Examining healthcare field discourses in West Tennessee,” at the *America’s Conference on Information Systems (AMCIS)*, Puerto Rico.

Singh, K., Janz, S., Amis, J., **Richardson, S.M.**, and Wright, P. (2014) "Toward a Nomological Model of Sensemaking, Learning, and Planned Change." *Southern Management Association*, Savannah, GA, USA, November.

Rosenthal, D., **Richardson, S.** and Ramsey, R. (2013) "Tennessee's Health Information Exchange (HIE) Communities: A Five-Domain Evaluation Framework." *Congress on Healthcare Leadership (ACHE)*, Chicago, USA, March.

Courtney, J., Young, J., and **Richardson, S.** (2013) "The DSS Concept and Decisions Related to Global Warming." *Southwest Decision Science Institute (SWDSI)*, Albuquerque, USA, March.

Richardson, S., Parrish, J., and Rosenthal, D., (2011) "Toward a Theory of Emergent Leadership for Collaborative Information Systems Development among Social Sector Organizations." *America's Conference on Information Systems (AMCIS)*, Detroit, USA.

Meservy, T., **Richardson, S.**, Agrawal, D. and Simon, J., (2011) "MIS-aligned Student Perspectives of Outsourcing and Offshoring." *America's Conference on Information Systems (AMCIS)*, Detroit, USA, August.

Richardson, S., (2011) "Toward a Framework for Web-based Training with Personalized Content for Healthcare Providers in Low Income Countries." *Cure4Kids Global Summit/ St. Jude Children's Research Hospital*, Memphis, TN, June (will appear in PubMed).

Poston, R and **Richardson, S.**, (2010) "Teaching Project Management Skills: An Example of Collaboration between a University and a Local PMI Chapter." *America's Conference on Information Systems (AMCIS)*, Lima, Peru, August.

Brewer, K., Courtney, J.F., **Richardson, S.**, and Roberts, T.L., (2009) "Inquiring Decision Systems: A Churchmanian Approach to Ethical Decision Making" *America's Conference on Information Systems (AMCIS)*, San Francisco.

Jain, R., and **Richardson, S.M.**, (2006) "Knowledge Transfer Mechanisms to Enable Skills Acquisition and Improvement in Software Testing: An Empirical Investigation." *Proceedings of the International Conference on Information Systems (ICIS)*, Milwaukee WI, December.

Adams, L., Elgarah, O., **Richardson, S.**, and Courtney, J.F., (2006) "The DAGS Model: Relevance to Environmental Decision Support Systems." *Proceedings of the Americas Conference on Information Systems*, Acapulco, Mexico.

Courtney, J.F., and **Richardson, S.M.**, (2006) "Rational Models and Values in Contentious Situations: A Case Study of a University Budgeting Process," *Proceedings of the Americas Conference on Information Systems*, Acapulco, Mexico.

Richardson, S.M., (2005) "A Knowledge Management System for Cancer Treatment," *Proceedings of the International Conference on Information Systems*, December, Las Vegas, NV.

Richardson, S.M., Courtney, J.F., Wagner, J., (2005) "DISCOMAP: A System to Support

Distributed Cognition in Inquiring Organizations,” *Proceedings of the Americas Conference on Information Systems*, Omaha Nebraska, August.

Richardson, S.M., Courtney, J.F., Bunker, D., Cole, M., Haynes, J., (2005) “Philosophical Foundations of Information Systems: A Review of the First 10 Years,” *Proceedings of the Americas Conference on Information Systems*, Omaha Nebraska, August.

Richardson, S.M., (2005) “Knowledge Management and the Design of Distributed Cognition Systems,” *Proceedings of the 38th Annual Meeting of the Hawaii International Conference on System Sciences*, IEEE Computer Society (nominated for best paper award).

Richardson, S.M., McNamara-Hilmer, K, and Courtney, J.F., (2005) “Compliance with Codes of Ethical Conduct: The Effects of Authority and Proximity on Ethical Reasoning in a GSS Context,” *Proceedings of the 38th Annual Meeting of the Hawaii International Conference on System Sciences*, IEEE Computer Society.

Richardson, S.M., and Courtney, J.F., (2004) “A Churchmanian Theory of Knowledge Management System Design,” *Proceedings of the 37th Annual Meeting of the Hawaii International Conference on System Sciences*, ” IEEE Computer Society.

McNamara Hilmer, K., **Richardson, S.M.**, and Courtney, J.F., (2003) “Ethical Decision Making in a GSS Context: The Effects of Proximity and Authority on Magnitude of Consequences,” *Proceedings of the Americas Conference on Information Systems*, Tampa, FL August.

Richardson, S.M and Courtney, J.F., (2003) “The Disciplinary Status of Information Systems Research,” *Proceedings of the 2003 meeting of the Southern Association of Information Systems*, March, pp. 139-144.

Courtney, J.F., **Richardson, S.M.**, and Paradice, D.B., (2000) “Information Technology for Sustainable Development,” *Proceedings of the Americas Conference on Information Systems*, Long Beach, California, August, pp. 1489-1492.

Richardson, S.M., and Courtney, J.F., (1999) "An Electric Utility Learns to Adapt: A Singerian Organization Approach," *Proceedings of the Americas Conference on Information Systems*, Milwaukee, Wisconsin, August.

Peer-Reviewed Book Chapters

Richardson, S.M., (2012) “Toward a Framework for Personalized Web-based Training for Healthcare Providers in Low-Income Countries” in *Advancing Cancer Education and Health Living in Our Communities: Putting Visions and Innovations into Action*. Quintana, A. Van Kirk Villalobos, D. May (Eds), IOS Press, Amsterdam, Netherlands, pp. 100-107.

Courtney, J.F., **Richardson, S.M.**, and Paradice, D.B., (2004) "Decision Support Systems for Ecosystems Management: A Singerian Approach to Urban Infrastructure Decision Making" in *A Handbook of Sustainable Development Planning: Studies in Modeling and Decision Support*, M. Quaddus and A. Siddique (Eds), Northampton, MA: Edward Elgar Publishers.

Courtney, J.F., **Richardson, S.M.**, and Paradice, D.B., (2002) “The Internet, Sustainable Development and Ecosystems Management,” in Internet Management Issues, John D. Haynes (Ed.), Idea Publishing Group Hershey, PA, pp. 165-177.

Dissertation Advising and Committees

Casey Waldsmith, Fogelman College of Business, Dept. of Marketing and Supply Chain Management

Title: Consumer Emotional Regulation in Donation and Consumption Settings

Committee Member

Expected Defense: May 2025

Della Clark, Fogelman College of Business, Dept. of Marketing and Supply Chain Management

Title: Agent Type Effects in Service and Hiring Contexts

Advisor/Dissertation Committee Chair

Defended May 2024

Prajakta Kolte, Fogelman College of Business, Dept. of Business Information & Technology

Title: IT entrepreneurship: Two essays on success of new technology ventures

Committee Member

Defended: August 2022

Stephanie Totty – Fogelman College of Business, Dept. of Business Information & Technology

Dissertation Title: “*Combating Handheld Cell Phone Use While Driving: The Roles of Laws and Mobile Subscribership*”

Committee Member

Defended: December 2021

Jessica Marie Escareno – School of Public Health, Dept. of Health Systems Management & Policy

Dissertation Title: “*How do Market & Organizational Level Variables Affect Quality of Care: Mammography Follow-Up Rates*”

Committee Member

Defended: Spring 2020

Ruby Booth – Fogelman College of Business, Dept. of Business Information & Technology

Dissertation Title: “*Examining Post Security Breach Behaviors: Individual Change in the Aftermath of an Information Compromise*”

Advisor/Dissertation Committee Chair

Defended: Summer 2019

Deepti Agarwal - Fogelman College of Business, Dept. of Management Information Systems

Dissertation Title: “*Impact of IT Product Compatibility Initiatives on the Market Value of Firms*”

Committee Member

Defended: Spring 2015

Kulraj Singh - Fogelman College of Business, Dept. of Management
Dissertation Title: *"A Sensemaking and Learning Perspective to Understand Planned Change Process"*
Committee Member
Defended: Spring 2015

Jeanne Hermann - Fogelman College of Business, Dept. of Management Information Systems
Dissertation Title: *"Role of Compatibility Views on Physician Adoption of Electronic Health Record Systems"*
Committee Member
Defended: November 2012

Thierry W Nianogo - Fogelman College of Business, Dept. of Economics
Dissertation Title: *"Environmental and Health Economics"*
Committee Member
Defended: Spring 2013

M. Shane Banks Fogelman College of Business, Dept. of Management Information Systems
Dissertation Title: *"Understanding Information Technology Enabled Social Action Networks: Construction, Sustainability and User Participation"*
Co-Advisor
Defended: Spring 2011

Harris-Hennington, Amy Fogelman College of Business, Dept. of Management Information Systems
Dissertation Title: *"Understanding IS Impacts in Mandatory Environments: Usage, Compatibility Beliefs, Stress, and Burnout"*
Committee Member
Defended: December 2007

Limpornpugdee, Worapom Fogelman College of Business, Dept. of Management Information Systems
Dissertation Title: *"The Impact of User Characteristics on the Relationship between User Participation and Information Quality: From Communication Competence Perspective"*
Committee Member
Defended: June 2008

TEACHING & COURSE DEVELOPMENT

University of Memphis (2006-present)

- Systems Analysis and Design – PhD Seminar (MIS8610), S2008, F2010, S2016, F2017, F2019, F2020, S2020
- Information Systems Strategy, Management and Planning – PhD Seminar (MIS8640) S2008, S2016
- Theory Building Seminar - PhD Seminar (MIS8730) F2021
- Information Systems Strategy, Management and Planning (MIS7640) F2009, S2008, S2009

- Information Systems in the Global Enterprise (MIS7650) S2011, S2012, S2013
- Computer Hardware and Systems Software (MIS7160) S2007
- Systems Analysis and Design – (MIS7610), S2007, F2009, F2010, S2010, S2011, F2011, F2012, S2012, F2013, S2013, F2014, F2015, S2015, S2016, F2017, S2017, F2018, S2018, F2019, S2019, S2020
- Information Systems Management and Planning (MIS7640), S2007, F2008, S2008, F2009, S2009,
- Cyber Ethics (MIS7455), S2017, S2018, S2019
 - I created this course and its curriculum, Spring 2017
- Systems Analysis and Design (MIS3770), S2008, F2010,
- Advanced Project Management – Leadership and Tools (MIS 3886), S2009, S2010, S2011, S2012, F2013, S2015, S2017, F2019
 - I created this course and its curriculum
- Strategic Information Technology Project Management (MIS3885) F2011, F2013, F2014, S2016, F2016, S2016, F2017, S2017, F2018, S2018, S2019, F2019, F2020, S2021
 - I co-creator of this course and its curriculum
- Foundations of Information Systems (MIS2749), F2012
- Introduction to Management Information Systems (MIS2755), F2006, S2007, F2007, F2008
 - I served as course coordinator for six large sections of the college BBA undergraduate requirement course (2007-2010)
- Student Internships, undergraduate and graduate – Multiple per semester
- Independent Studies, undergraduate and graduate - Multiple

University of Central Florida (2002 – 2006)

- Decision Support Systems (ISM 4400)
- Essentials of Management Information Systems (ISM 3011)

Florida Hospital (2005)

Marketing in Healthcare (DBSA 385)

Texas Tech University (2000 – 2002)

Introduction to Computer Applications in Business (ISQS 2340)

INVITED PRESENTATIONS

Richardson, S.M., (2019) “Developing Engaged Scholarship Programs to Support both Research and Enhance Student Learning.”

Richardson, S.M., (2014) “Developing Engaged Scholarship Programs to Support Both Research and Enhance Student Learning.” Presented at the Project Management Institute (PMI), Memphis, TN.

Richardson, S.M., (2013) “Personalized Web-based Training for Healthcare Providers in Low-Income Countries.” St. Jude Children’s Hospital, Global Summit, Memphis, TN.

Richardson, S.M. (2013) “Healthcare Information Exchange in Tennessee: Lessons Learned and Best Practices.” Tennessee Office of eHealth Initiatives, Nashville, TN.

Richardson, S.M. and Rosenthal, D.A., (2013) “Evaluating the Success of Health Information Exchange Communities: A Five-Domain Evaluation Framework.” Presented at the Memphis Le Bonheur Center for Healthcare Economics, Memphis, TN.

Richardson, S.M., (2012) “Leveraging Relationships with Local Business Community to Enhance Student Learning.” Presented at Project Management Institute (PMI), Memphis, TN.

Richardson, S.M. (2011) “A Framework for Web-based Training with Personalized Content for Healthcare Providers in Low Income Countries.” Presented at the Cure4Kids Global Summit, International Outreach Program, St. Jude Children’s Hospital, Memphis, TN.

Richardson, S.M. (2009) “The Design of Effective Healthcare Information Systems.” Presented to the Chinese Ministry of Health and Healthcare Professionals, Xian, China as part of the China Rural Health Project funded jointly by the World Bank and the U.K. Department for International Development

Richardson, S.M. (2009) “The Design of IT-Architectures to Support Collaboration Among Healthcare Providers to Meet National Healthcare Strategies.” Presented to the Chinese Ministry of Health and Healthcare Professionals, Xian, China as part of the China Rural Health Project funded jointly by the World Bank and the U.K. Department for International Development.

Richardson, S.M. (2007) “Conflict Resolution in Software Testing Contexts: Collaboration between Programmers, Software Testers and Vendors.” Presented at the FedEx World IT Headquarters.

CONSULTING AND PROFESSIONAL ACTIVITIES

2017 FedEx Quality Management & Continuous Improvement – Program Development & Instruction

2009 TN Delegate to the Tennessee-China Healthcare Exchange, Xi’an China.
Delegate/Consultant to the Chinese Ministry of Health under the China Rural Health Project funded jointly by the World Bank and the U.K. Department for International Development

2007 FedEx Systems Testing Training Program – Program Development & Instruction

SERVICE TO THE COMMUNITY

Service to the Profession

Editorial Roles

Senior Editor, The DATA BASE for Advances in Information Systems, 2018 – 2021

Conference Editorial and Leadership Roles

- Co-founder and Co-chair, Americans Conference on Information Systems (AMCIS) Mid-Career Faculty Workshop, 2014, 2015, 2016, 2017, 2024
- Co-chair, Technology, Research, Education & Opinion (TREO), AMCIS 2020
- Associate Editor, International Conference on Information Systems (ICIS)
 - IS Development and Implementation Track, 2019
 - Project Management Track, 2013
- Facilitator, AIS Women's Network, 2017
- Conference Program Committee, International Conference on Decision Support Systems, San Francisco, CA, 2009

Association for Information Systems Service

- Chair, AIS Placement Services 2018-2021
- Treasurer, AIS SIG Social Inclusion, 2018
- Communications & Outreach Officer, AIS SIG Social Inclusion, 2017-2018

Ad-hoc Reviewer

- Management Information Systems Quarterly (MISQ)
- Journal of the Association of Information Systems (JAIS)
- European Journal of Information Systems (EJIS)
- Communications of the AIS (CAIS)
- Journal of Advertising – Special Issue on Public Health (JoA)
- The DATA BASE for Advances in Information Systems
- Information Systems Frontiers
- Decisions Support Systems
- American Medical Informatics Association (AMIA)
- Healthcare Information Management Systems Society (HIMSS)
- International Conference on Information Systems (ICIS)
- America's Conference on Information Systems (AMCIS)
- Hawaii International Conference on System Sciences (HICSS)
- Southern Association for Information Systems (SAIS)

Professional Memberships

- Association for Information Systems (AIS)
 - SIGDSS, Member, 2002-present
 - SIG-Health, Member, 2002-present
 - SIG Social Inclusion, Member 2017-present
- Academy of Management (AOM)

- American Medical Informatics Association (AMIA)
- Healthcare Information Management Systems Society (HIMSS)

Service to the University and College

- Faculty Senator, University of Memphis, 2016-2020
- Panelist, President's Personnel Panel – Hearing, 2019
- Member, Fogelman College of Business and Economics Dean's Search Committee, 2019
- Member, Presidents Panel Committee, University of Memphis, 2018-2022
- Member, Faculty Policies Committee, University of Memphis, 2018-2020
- Member, Faculty Handbook Committee, University of Memphis, 2018-2020
- Member, Continuous Improvement Committee, Fogelman College of Business. 2014-2016
- Member, Teaching and Learning Advisory Committee, University of Memphis, 2014-2015
- Member, IT Research Advisory Committee, University of Memphis, 2013-2014
- Member, Teaching and Research Mentoring Awards Selection Committee, 2013-2014
- Chair, Fogelman Promise Initiative Committee, 2009-2011
- Chair, Fogelman College of Business Wellness Program, 2014
- Judge, University of Memphis PhD Student Research Competition, 2008
- Creator, Department of MIS and FedEx Careers in Technology Student Workshop at the FedEx Technology Headquarters, Collierville, TN, 2008
- Faculty Affiliate, University of Memphis Center for Community Health, 2007

Service to the Department

- Faculty Coordinator, MSIS and Graduate Certificate Programs, 2014-2020
- Member, Faculty Search Committee, 2007, 2016, 2018, 2019, 2020
- Co-Chair, MIS Department Colloquium Committee, Fogelman College, 2007-2018
- Chair, Project Management Committee, MIS Department
- Member, Critical Thinking (MIS3210) Curriculum Development Committee
- Member, Undergraduate Curriculum Committee, MIS Department
- Co-Chair, Development of the MIS Department's Program Management Minor
- Member, Masters Graduate Studies Committee
- Member, MIS Department Journal Ranking Committee
- Coordinator, Intro to IS (MIS2775) Core Course
- Member, Faculty Search/Recruitment Committee
- Member, FedEx Systems Testing (STEP) Training Curriculum Development & Instruction

Advisory Activities

- Advisory Board Member, Southwest Community College, Business and Administrative Professional Tech Dept., Memphis TN, 2019-Present
- Advisory Board Member, Cyber Security Expo, Memphis, TN, 2011, 2012, 2013, 2014, 2015, 2016, 2017

- Associate Director for Healthcare Information Systems, The Center for Innovative Technology Management at the FedEx Institute of Technology, 2011, 2012, 2013, 2014, 2015
- External Advisory Board Member, Cure4Kids Global Summit (St. Jude Children's Hospital), 2011, 2012, 2013
- Director, Humana/FCBE Wellness Program, 2010
- Member of the Ashoka Awards Selection Team, Ashoka Innovators for the Public – Social Entrepreneurship Grant Program/Ashoka Awards, 2008, 2009, 2010, 2011
- Delegate, Tennessee-China Healthcare Exchange, Xi'an China. Consultant to the Chinese Ministry of Health under the China Rural Health Project funded jointly by the World Bank and the U.K. Department for International Development, 2009

Awards and Recognition

- Association for Information Systems, Distinguished Member, Cum Laude
- Fogelman College of Business & Economics - *Deans Service Award* (Wellness Program), 2010
- Richardson, S.M., "Medical Information Systems: Design Theory, Principles and Application," *Doctoral Consortium, Americas Conference on Information Systems*, Omaha, Nebraska, 2005
- Richardson, S.M., "Healthcare Information Systems: Design Theory, Principles and Application," *Doctoral Consortium, International Conference for Information Systems*, Las Vegas, NV, 2005

Industry Experience

Accountant (2000-2001)

*Health Sciences Center, Restricted Contracts & Grants
University of New Mexico, Albuquerque, NM*

Managed all aspects of accounting for restricted research grants at the UNM Medical School. Monitored compliance, financial report and statement preparation, wrote research grant proposals. Designed, developed, and implemented a new accounting information system.

Manager (1997-2000)

PNM - Energy Partners, Albuquerque

Performed project management, systems design, development and implementation. Managed the finance, accounting, and human resource departments. Completed financial forecasting, budgeting, and project cost accounting. Integrated accounting, payroll, finance, and data systems. Developed invoicing systems for governmental and private sector customers. Established and closed subsidiaries and satellite offices.

Operations Manager (1993-1997)

Imagimedia, Albuquerque, NM

Directed all major operations of this network and information systems consulting company.

Underwriter (1990-1993)

New Mexico Physicians Mutual Liability Company, Albuquerque, NM

Investigated, researched, and analyzed financial risk of physicians for both new and renewal policies.

Manager of High School Services (1989-1990)

Info-Disc Corporation, Gaithersburg, MD

Managed all aspects of a line of educational software including systems development, analysis, design and implementation. Created, designed, and implemented the company database and accounting systems. Managed all aspects of accounting and financial reporting for the company. Designed and developed new education products and materials.

CONTINUING EDUCATION

- Hospice & Palliative Nurses Association: End of Life Nursing Consortium (ELNEC)
- Orlando Regional Medical Center: Annual Ethics Symposium; End of life Decisions: Values in Conflict