

Zhe "Jay" Shan – JayShanMIS.net

Dept. of Information Systems and Analytics, Farmer School of Business
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RESEARCH INTERESTS

- FinTech Innovation
- Information Security Management
- Patient-center Healthcare
- Business Process Analytics

EDUCATION

- Ph.D. in Business Administration & Operations Research
Major: Information Systems, Minor: Statistics
The Pennsylvania State University (PSU) 2011
- M.Phil. in Computer Science City University of Hong Kong (CityU) 2003
- B.Sc. in Computer Science Nanjing University, China (NJU) 2000

ACADEMIC EXPERIENCE

- Assistant Professor
Dept. Information Systems and Analytics, Farmer School of Business
Miami University Aug 2018 – Present
- Assistant Professor
Dept. Operations, Business Analytics, and Information Systems, Lindner College of Business
University of Cincinnati Aug 2013 – Aug 2018
- Assistant Professor
Dept. Accounting, Law, and Computer Information Systems, School of Business
Manhattan College Aug 2011 – May 2013
- Instructor
Dept. Supply Chain and Information Systems
Pennsylvania State University Fall 2008 & Spring 2010

TEACHING INTERESTS

- Big Data Management and Analytics
- Data Mining and Machine Learning
- Data Warehousing and Business Intelligence
- Data Modeling and Database Design

JOURNAL PUBLICATIONS

Published

- Georgiana Craciun, Wenqi Zhou, Zhe Shan: Discrete Emotions Effects on Electronic Word-of-Mouth Helpfulness: The Moderating Role of Reviewer Gender and Contextual Emotional Tone. Decision Support Systems, preprint, <https://doi.org/10.1016/j.dss.2019.113226>, Nov 2019.
- Akhil Kumar, Rong Liu, Zhe Shan: Is Blockchain a Silver Bullet for Supply Chain Management? Technical Challenges and Research Opportunities. Decision Sciences, preprint, <https://doi.org/10.1111/deci.12396>, Jun 2019.

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- Dong-Gil Ko, Feng Mai, Zhe Shan, Dawei Zhang (in alphabetical order): Operational Efficiency and Patient-Centered Health Care: A View from Online Physician Reviews. *Journal of Operations Management*, 65(4), 353-379, Jun 2019.
- Jingguo Wang, Zhe Shan, Manish Gupta, H. Raghav Rao: A Longitudinal Study of Unauthorized Access Attempts on Information Systems: The Role of Opportunity Contexts. *MIS Quarterly*, 43(2), 601-622, Jun 2019.
- Danny T.Y. Wu, Smruti Deoghare1, Zhe Shan, and Katherine Blondon: The potential role of dashboard use and navigation in reducing medical errors of an electronic health record system: a mixed-method simulation handoff study. *Health Systems*, 8(3), 203-214, Sep 2019.
- Feng Mai, Zhe Shan, Qing Bai, Xin Wang, Roger Chiang: How does social media impact Bitcoin value? A test of the silent majority hypothesis. *Journal of Management Information Systems*, 35(1), 19-52, Mar 2018. **(Lead Article)**
 - LSE Business Review: <https://blogstest.lse.ac.uk/businessreview/2018/06/06/the-voice-of-the-silent-majority-behind-bitcoins-rise/>
 - SSRN's Top Ten Download List for ERN, IPRN, PSN, and International Political Economy: Monetary Relations eJournal (https://papers.ssrn.com/sol3/papers.cfm?abstract_id=2545957).
- Zhe Shan, Akhil Kumar: Optimal Adapter Creation for Process Composition in Synchronous vs. Asynchronous Communication. *ACM Transactions on Management Information Systems*, 3(2), 1-33, July 2012.
- Liangjie Zhang, Zhe Shan, Zhihong Mao: An optimal-control-based decision-making model and consulting methodology for services enterprises. *IEEE Transactions on Engineering Management*, 57(4), 607-619, November 2010.
- Dickson K. W. Chiu, Qing Li, Patrick C. K. Hung, Zhe Shan, S. C. Cheung, Yu Yang, Matthias Farwick: Service Composition and Interaction in a SOC Middleware Supporting Separation of Concerns with Flows and Views. *Journal of Database Management*, 22(2), 32-63, April-June 2011.

Working papers

- Rong Liu, Feng Mai, Zhe Shan, Ying Wu (in alphabetical order): Predicting Insider Trading (short title). Under revision, Nov 2019.
- Andrew Harrison, Binny Samuel, Zhe Shan, Michael P. Cook, Tianhai Zu, and Diksha Dawani: Learning to See the Hook: Comparing Phishing Training Approaches, working paper, May 2019.

REFEREED CONFERENCE PAPERS

- Andrew Harrison, Binny Samuel, Zhe Shan, Tianhai Zu, Diksha Dawani: Learning to See the Hook: Comparing Phishing Training Approaches (short paper), Accepted by *International Conference on Information Systems (ICIS) 2019*. <https://aisel.aisnet.org/cgi/viewcontent.cgi?article=1247&context=icis2019>. Munich, Germany. Sep 2019.
- Georgiana Craciun, Wenqi Zhou, Zhe Shan: No One Trusts Emotional Women? Measuring the Impact of Discrete Emotions on Review Helpfulness. *AMA 2019 Winter Academic Conference*. Austin, TX. Feb 2019.
- Wenqi Zhou, Zhe Shan, Georgiana Craciun: No One Trusts Emotional Women? Measuring the Impact of Discrete Emotions on Review Helpfulness. *17th Pre-ICIS Workshop on e-Business (WeB 2018)*. Santa Clara, CA. Dec 2018. **(Best Paper Award)**
- Dong-Gil Ko, Feng Mai, Zhe Shan, and David Zhang: Improving Patient Satisfaction by Managing Paradoxical Tensions Arising from Operational Processes: Evidence from Online Patient Generated

Physician Reviews. *11th China Summer Workshop on Information Management (CSWIM 2017)*. Nanjing, China. 2017.

- Zhe Shan, Rong Liu: A Collaborative Filtering Method to Improve the Incident Handling in IT Service Management. *Pre-ICIS SIGBPS 2015 Workshop on Business Processes and Services (BPS'15)*. Fort Worth, TX. Dec 2015.
- Dong-Gil Ko, Feng Mai and Zhe Shan: Managing Paradoxical Tensions to Improve Patient Care Quality: A View from the Patients through Online Physician Reviews (poster). *25th Workshop on Information Technologies and Systems (WITS'15)*. Dallas, TX. Dec 2015.
- Qing Bai, Feng Mai, Zhe Shan, Xin Wang, Roger Chiang: The Impacts of Social Media on Bitcoin Performance. In the proceedings of the *2015 International Conference on Information Systems (ICIS'15)*. Fort Worth, TX. Dec 2015. (**Nominated as a breakout paper**)
- Feng Mai, Zhe Shan, Dong-Gil Ko: Managing Paradoxical Tensions to Improve Patient Satisfaction: A View from the Patients through User-Generated Online Physician Reviews. *Sixth Annual Workshop on Health IT and Economics (WHITE'15)*. Washington, DC. Oct 2015.
- Rong Liu, Frederick Y. Wu, Florian Pinel, Zhe Shan: A Two-tier Data-centric Framework for Flexible Business Process Management. Accepted by the *18th Americas Conference on Information Systems (AMCIS '12)*, Aug 2012. (**Best Paper Award 1st Runner-up**)
- Rong Liu, Roman Vaculin, Zhe Shan, Anil Nigam, Frederick Wu: Business Entity-Centric Real-Time Performance Monitoring, In the proceedings of the *9th International Conference on Business Process Management (BPM '11)*. Clermont-Ferrand, France. Aug-Sep 2011. (Acceptance rate: 14%)
- Rong Liu, Anil Nigam, Zhe Shan, Frederick Wu: Uniform Modeling of Resources and Business Processes Using Business Entities, In the proceedings of the *8th International Conference on Services Computing (SCC '11)*. Washington, DC. Jul 2011. (Acceptance rate: 19%)
- Zhe Shan, Akhil Kumar, Rong Liu: Creating a Minimal Adapter for Multiple Business Process Composition. Accepted by the *20th Annual Workshop on Information Technologies and Systems (WITS'10)*. St. Louis, MO. Dec 2010. (**Best Paper Nominee**)
- Zhe Shan, Akhil Kumar, Paul Grefen: Towards Integrated Service Adaptation – A New Approach Combining Message and Control Flow Adaptation (industry track). In the proceedings of the *8th IEEE International Conference on Web Services (ICWS '10)*. Miami, FL. Apr 2010. (Acceptance rate: 17.5%)
- Akhil Kumar, Zhe Shan: Algorithms Based on Pattern Analysis for Verification and Adapter Creation for Business Process Composition. In the proceedings of the *16th International Conference on Cooperative Information Systems (CoopIS '08)*. Monterrey, Mexico. Nov 2008. (Acceptance rate: 17.5%)
- Zhe Shan, Yu Yang, Qing Li, Yi Luo, Zhiyong Peng: A Light-weighted Approach to Workflow View Implementation. In the proceedings of the *8th Asia Pacific Web Conference (APWeb '06)*. Harbin, China. Jan 2006.
- Qing Li, Zhe Shan, Patrick C. K. Hung, Dickson K. W. Chiu, S. C. Cheung: Flows and views for scalable scientific process integration. In the proceedings of the *1st International Conference on Scalable Information Systems (Infoscale '06)*. Kowloon, HK. May-Jun 2006.
- Zhe Shan, Qing Li, Yi Luo, Zhiyong Peng: Deputy Mechanism for Workflow Views. In the proceedings of the *10th International Conference on Database Systems for Advanced Applications (DASFAA '05)*. Beijing, China. Apr 2005. (Acceptance rate: 22.5%)
- Zhe Shan, Dickson K.W. Chiu, Qing Li: Systematic Interaction Management in a Workflow View Based Business-to-business Process Engine. In the proceedings of the *38th Hawaii International Conference on System Sciences (HICSS '05)*. Big Island, HI. Jan 2005. (**Best Paper Nominee**)

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- Yi Luo, Zhiyong Peng, Zhe Shan, Qing Li: Semantics Based Conformance Assessment of ebXML Business Processes. In the proceedings of the *5th International Conference on Web Information Systems Engineering (WISE '04)*. Brisbane, Australia. Nov 2004.
- Dickson K. W. Chiu, Zhe Shan, Patrick C. K. Hung, Qing Li: Designing Workflow Views with Flows for Large-scale Business-to-Business Information Systems. In the proceedings of the *5th VLDB Workshop on Technologies for E-Services (VLDB-TES '04)*. Toronto, Canada. Aug 2004.
- Zhe Shan, Qing Li, Kamalakar Karlapalem: Enacting Conformance Assessment of Business Processes - an ebXML based Approach in E-ADOME. In the proceedings of the *28th International Computer Software and Applications Conference (COMPSAC '04)*. Hong Kong, China. Sep 2004.
- Zhe Shan, Zhiyi Long, Yi Luo, and Zhiyong Peng: Object-oriented Realization of Workflow Views for Web Services - an Object Deputy Model Based Approach. In the proceedings of the *5th International Conference on Advances in Web-Age Information Management (WAIM '04)*. Dalian, China. Jul 2004.
- Zhe Shan, To-yat Cheung: Time Compatibility of Workflow Systems. In the proceedings of the *15th IASTED International Conference on Parallel and Distributed Computing and Systems (PDCS '03)*. Marina del Rey, CA. Nov 2003.

PATENTS

- "Monitoring Enterprise Performance", Jun-Jang Jeng, Rong Liu, Anil Nigam, Chian-Rou Shieh, Roman Vaculin, Frederick Wu, Zhe Shan. US Patent 20,120,296,624. (2015)

SELECTED AWARDS AND HONORS

- Best Paper Award, WeB '18 2018
- FSB Strategic Initiative fund 2018
- MU John E. and Winifred E. Dolibois Fund 2018
- TUN PARTNERS Faculty Scholarship 2018, 2017, 2016
- UC Lindner College of Business Dean's List of Teaching Excellence 2018, 2016, 2015
- P&G Fund's Higher Education Grant Program 2018, 2016
- UC Lindner Summer Research Grants 2017
- Microsoft Azure Research Award 2017
- UC Lindner College of Business Faculty Development Awards 2017 Fall, 2017 Spring, 2016 Fall, 2015 Spring
- UC Lindner College of Business Research Expense Support 2017 Spring, 2016 Fall, 2016 Spring, 2015 Fall
- UC UGC Faculty Research Grant 2014
- UC Faculty Development Council Individual Award 2014
- Best Paper Award 1st Runner-up, AMCIS '12 2012
- Best Paper Award Nominee, WITS '10 2010
- BPM 2010 Doctoral Consortium Fellow 2010
- AMCIS 2010 Doctoral Consortium Fellow 2010
- Best Paper Award Nominee, HICSS '05 2005

PROFESSIONAL ACTIVITIES

- Member
 - Association for Information Systems (AIS), 2008-present
 - Institute for Operations Research and the Management Sciences (INFORMS), 2008-present
 - Production and Operations Management Society (POMS), 2018-present
- Journal Editor
 - Associate Editor: ISeB special issue on Blockchain Technology and Applications (2019)
 - Associate Editor: Journal of Modelling in Management (May 2017 – May 2019)
 - Advisory Board: IGI Advances in Information Security, Privacy, & Ethics (AISPE) Book Series (2017-present)
 - Associate Editor: International Journal of Big Data (2013-2015)
 - Guest Editor: PAJAIS special issue on Business Intelligence and Analytics Research (2014)
- Organization/Conference Committee
 - Chair: INFORMS College of Artificial Intelligence (CAI), 2019 - present
 - Associate Editor: ICIS 2019 Analytics and Data Science track
 - Program co-chair: Pre-ICIS SIGBPS 2018 Workshop on Blockchain and Smart Contract (BPS'18)
 - Vice Chair: INFORMS College of Artificial Intelligence (CAI), 2017-2018
 - Secretary/Treasurer: INFORMS College of Artificial Intelligence (CAI), 2015-2016
 - General Co-chair: First International Workshop on Big Data Management and Service (BDMS'13)
 - Publicity Chair: International Conference on Data, Processes, and Software Systems (DPSS'14)
 - Track co-chair: PACIS 2014 Business Intelligence and Big Data Analytics track
 - Session chair: INFORMS 2013 Artificial Intelligence Cluster Business Process Intelligence Session
 - Track Associate Editor: PACIS 2016 Business Intelligence and Big Data Analytics track
 - Committee member:
 - INFORMS Conference on Information Systems and Technology 2019 (CIST 2019)
 - INFORMS Workshop on Data Science 2019 (DS 2019)
 - International Conference on Secure Knowledge Management in Artificial Intelligence Era (SKM 2019)
 - INFORMS Workshop on Data Science 2018 (DS 2018)
 - INFORMS Conference on Information Systems and Technology 2018 (CIST 2018)
 - 2017 Workshop on Business Processes and Services (SIGBPS 2017)
 - Intercollegiate Conference of Smart Finance (ICSF 2017)
 - INFORMS Workshop on Data Science 2017 (DS 2017)
 - International Conference on Smart Health 2017 (ICSH 2017)
 - 4th Workshop on Data- & Artifact-centric BPM (DAB 2015)
 - 2nd International Workshop on Process-Aware Systems (PAS 2015)
 - 2014 International Workshop on Big Data Commerce (BDC 2014)
 - 1st International Workshop on Process-Aware Systems (PAS 2014)
 - 16th International Conference on Electronic Commerce (ICEC 2014) Social Network Analysis Track
 - China Business Process Management Conference 2014 (China BPM 2014)
 - IEEE 2012 Services Workshop on Social Media and Services (SMS 2012)
- Reviewer
 - Journals: IEEE Transactions on Engineering Management (2019,), ACM Transaction on Management Information Systems (2019, 2018, 2017, 2013), MIS Quarterly (2019), Information Systems Research (2019, 2018, 2014), Electronic Commerce Research and Applications (2019, 2018, 2017, 2006),

Information & Management (2019, 2016, 2015, 2014, 2013), Journal of Management Information Systems (2019, 2017), International Journal of Electronic Commerce (2018), Journal of the Association for Information Science and Technology (2018), Journal of the Association for Information Systems (2017), European Journal of Operational Research (2017), IEEE Transactions on Cybernetics (2015), Data and Knowledge Engineering (2015), The DATA BASE for Advances in Information Systems(2014, 2013), International Journal of Cooperative Information Systems (2013), IEEE Intelligent Systems (2013), Information Systems Frontiers (2013, 2012), Decision Support Systems (2012), IEEE Transaction on Reliability (2011), Journal of Database Management (2008); IT Professional (2008).

- Conferences: CIST 2019, 2018; ICIS 2019, 2018, 2016, 2014; ECIS: 2019, 2016, 2011; DS 2018, 2017; PACIS 2017, 2016; DESRIST 2017; CBI 2016; BPM 2016, 2007; AMCIS 2015, 2012; HICSS 2015, WITS: 2015, 2012, 2005; CBPM 2014, PAS 2014; BigData 2013; CoopIS 2013, 2012, 2005, 2004; RecSys: 2011; ICWS: 2009, 2007, 2005; EDOC: 2006; APWeb: 2006, 2004; ICDE: 2005; ER: 2005, 2004; ICDCS: 2005; ICWE: 2005; ICWL: 2005; PDM: 2005; SWWS: 2005; WISE: 2005; AIMSA: 2004; SAC: 2003.