

**MURALI VENKATESH, PhD.**

**Associate Professor & Program Director, 323G Hinds Hall, School of Information Studies  
Syracuse University, Syracuse New York 13244**

**Education** Ph.D., Management Information Systems (MIS)/Telecommunications (Dual Major), Graduate School of Business Administration (now the Kelley School of Business) & Graduate School, Indiana University, Bloomington, Indiana, USA, 1991.

**Teaching, Research & Consulting Areas**

Teaching (undergraduate level): Data networks and telecommunications; Field-based projects in MIS and telecommunications/network planning and design; Topics in MIS; Ethics and governance of technical systems.

Teaching (graduate level): IT Strategy; Socio-technical systems planning and design (in particular data networks and telecommunications); Field-based projects in MIS and telecommunications/network planning and design; Ethics and governance of technical systems; Social implications of technology.

Current Research Interests: Technology planning and design; Technology ethics; Civic networking.

**Awards & Honors** Jeffrey Katzer Professor of the Year (for excellence in undergraduate teaching), School of Information Studies, Syracuse University, 2017.

Jeffrey Katzer Professor of the Year (for excellence in undergraduate teaching), School of Information Studies, Syracuse University, 2007.

Senior Research Fellow & Community Fellow, Massachusetts Institute of Technology (MIT), Cambridge, Massachusetts, 2002-2004.

ACM Computer Professional of the Year, 1997.

Invited to be the first Technology Chair of the Syracuse MetroNet, a \$3.8 million fiber optic gigabit-speed community network in Syracuse, New York, 1996. In my role as Tech Committee Chair, I co-wrote the \$3.8 million grant-winning Syracuse MetroNet proposal to the New York State Diffusion Program (CFP Second Round) and led the network design process working closely with Bell Atlantic (now Verizon).

IBM Doctoral Dissertation Fellowship, Kelley School of Business, Indiana University, 1989.

Indiana University (Kelley School of Business) Institute of Research in MIS (IRMIS) Doctoral Dissertation Fellowship, 1989.

**Grants** Principal Investigator: Ethical Reasoning in Online Air Quality Sensing Forum (SU CUSE Grant), with Prof. Bei Yu & Prof. Guido Pezzarossi (SU Anthropology), 2019, \$20,000.

Principal Investigator: SpeakEZ IVR: A Voice-based system for Refugees in Syracuse (John S. and James L. Knight Foundation, Media Innovation Prototype Grant, August 2015. \$35,000.

Xerox, Cigna, and Verizon Corps., Alcatel (now Alcatel-Lucent); Eniative /Kauffman Foundation and Imagining America (at Syracuse University), NY State Technology Enterprise Corp. (NYSTEC), Syracuse Economic Development Corporation (SEDCO).

### **Positions held**

Program Director, Information Management & Enterprise Data Systems Graduate Programs, School of Information Studies (2019-)

Chair, Technology Committee, Syracuse MetroNet (1996-2000).

Founder-Director, Community & Information Technology Institute (CITI), School of Information Studies, Syracuse University (2000 – 2006).

Member-at-Large, Syracuse MetroNet Board of Directors (2008-August 2018).

### **Scholarly Work**

#### **Books**

Venkatesh, M., Small, R.V., and Marsden, J. (2003). *Learning-in-Community: Reflections on Practice*. Dordrecht, NL: Kluwer Academic (now Springer Verlag).

Venkatesh, M. *Dreams and Responsibilities: A Broadband Ethnography* (research-based monograph under preparation for The MIT Press).

#### **Research Revise & Resubmit**

Venkatesh, M. Value Work: *Commitment, Conflict, and Collective Action in Broadband Infrastructure Design*. Journal: Science, Technology & Human Values (Sage).

#### **Research in Progress**

Venkatesh, M., Sabaghian, E, and Yu, B. *Crafting Experience: Accountable Witnessing in Air Quality Sensing*. Target Journal: Big Data & Society (Sage)

E. Sabaghian, P. Prioletti, and M. Venkatesh. *Distributed Energy Resources (DER) Policies across United States; Emerging Topics in NY, IL, CA, and MA*. Target Journal: Energy Policy (Sage)

E. Jeong, S. Kulkarni, P. Sankpal, and M. Venkatesh: *RPA Project Governance: The Challenge of Human-in-the Loop* (*Short Paper*; Target Conference: International Conference on Information Systems (ICIS 21)).

#### **Invited Talks & Research Participation**

Invited Speaker on *Technological Citizenship and Air Quality Activism*. Fablab, Institute for Advanced Architecture of Catalonia, Barcelona, June, 2016.

Featured invited speaker at *Conceptualizing the Integration of Teaching and Learning, Community Engagement & Research* colloquium, University of Fort Hare, East London, South Africa, November 24, 2010.

Invited to participate at the *Governance and Front Line Work* international invitational workshop, York University, Toronto, Canada, October 15-18, 2009 (could not participate for personal reasons).

Invited participant at the NSF-funded *Learning in Communities* invitational workshop, Pennsylvania State University, College Station, Pennsylvania, August 14-17, 2005.

Invited Guest Editor of *The Information Society* special issue on ICTs and community networking (19 (5)), 2003.

Invited speaker on *Community Information Systems* at the Center for Reflective Community Practice, MIT, Cambridge, Massachusetts, April 2001.

### **Journal Publications (9)**

1. Jason Dedrick, Murali Venkatesh, Jeffrey Stanton, You Zheng, Angela Usha Ramnarine-Rieks (2013). Adoption of Smart Grid Technologies by Electrical Utilities: Factors Influencing Organizational Innovation in a Regulated Environment. *Electronic Markets*.

2. Mishra, S., Venkatesh, M., and Attaie, B. (2011). Developing a neighborhood-scale wireless notification prototype. *GSTF International Journal on Computing*, 1(2).

3. Mundkur, A., and Venkatesh, M. (2009). The role of institutional logics in the design of e-governance systems. *Journal of Information Technology & Politics*, 6 (1).

4. Shin, Dong Hee., and Venkatesh, M. (2008). The political economy of convergence: The Janus faces of Korean convergence. *Javnost*, 15 (1).

5. Venkatesh, M., and Chango, M. (2007). Architecture, infrastructure, and broadband civic network design: An institutional view. *Computer Supported Cooperative Work (CSCW)*, 16 (4-5).

6. Venkatesh, M. (2003). The community network lifecycle: A framework for research and action. *The Information Society* (Special issue: ICTs and community networking), 19 (5).

7. Small, R., and Venkatesh, M. (2000). A cognitive-motivational model of decision satisfaction. *Instructional Science*, 28 (1).

8. Venkatesh, M. (1997). Supporting quality improvement teams for continuous improvement. *Quality Engineering*, 9 (3).

9. Venkatesh, M., Leo, R.J., Kuzawinski, K.M., and Diamond, L.P. (1996). A micro computer-aided support environment for Xerox quality improvement teams: A case study. *Journal of Organizational Computing and Electronic Commerce*, 6 (2).

### **Book Chapters (8)**

1. DeVault, M.L., Venkatesh, M., and Ridzi, F. (Forthcoming). Let's be friends: Accountability circuits in Medicaid. In A. Griffiths and Dorothy Smith (Eds.), *Control in public assistance programs*. Toronto, ON: University of Toronto Press.

2. DeVault, M.L., Venkatesh, M., and Ridzi, F. (2012). Let's be friends: Working within an accountability circuit. In L. Tepperman and A. Kalyta (Eds.), *Reading Sociology: Canadian Perspectives*. Ontario, Canada: Oxford University Press.

3. Venkatesh, M., and Chango, M. (2009). Architecture, infrastructure and broadband civic network design: An institutional view. In J. Carroll (Ed.), *Learning in Communities: Inter-disciplinary perspectives on human centered information technology*. London, UK: Springer.

4. Venkatesh, M., and Owens, J. (2009). Radical praxis and civic network design. In J. Carroll (Ed.), *Learning in Communities: Inter-disciplinary perspectives on human centered information technology*. London, UK: Springer.

5. Venkatesh, M., Nosovitch, J., and Miner, W. (2004). Community network development and user participation. In P. Day and D. Schuler (Eds.), *Community practice in the network society: Local action/Global interaction*. London, UK: Routledge.
6. Venkatesh, M., and Shin, Dong Hee. (2002). Community network development: A dialectical view. *Digital Cities II: Computational and Sociological Approaches*, Lecture Notes in Computer Science, Volume 2362. London, UK: Springer.
7. Venkatesh, M., and Small, R. (2002). Active learning in higher education: A model and roadmap. In J. Lazar (Ed.), *Managing IT/Community Partnerships in the 21<sup>st</sup> Century*. Hershey, PA: Idea Group.
8. Venkatesh, M. (2001). Management challenges in broadband networking. In G. Grant (Ed.), *Managing telecommunications and network technologies in the 21<sup>st</sup> Century: Issues and trends*. Hershey, PA: Idea Group.

### **Conference Papers, Posters, Panels (39)**

1. Francis Yesurathinam, Vishnu Rao, Ehsan Sabaghian, and M. Venkatesh (2015). Influencing by Going In: How expert citizens shape the Indian electricity sector. Paper to be presented at the Annual Research International Conference of the Society for the Social Study of Science, Denver, Colorado November 11-14, 2015.
2. Vishnu Rao, M. Venkatesh, and Francis Yesurathinam (2015). Abduction and Enclosure: The politics of expertise in the Indian electricity sector. Paper to be presented at the Annual Research International Conference of the Society for the Social Study of Science, Denver, Colorado November 11-14, 2015.
3. Ehsan Sabaghian and M. Venkatesh (2015). Lost in Configuration: Critical making, citizenship, and environmental activism. Paper to be presented at the Annual Research International Conference of the Society for the Social Study of Science, Denver, Colorado November 11-14, 2015.
4. Ehsan Sabaghian and M. Venkatesh (2015). Who is the Grid For? Panel at the Annual Research International Conference of the Society for the Social Study of Science, Denver, Colorado November 11-14, 2015.
5. Jason Dedrick, Murali Venkatesh and Jeffrey Stanton (2014). Smart Grid Adoption by U.S. Utilities: Policy Drivers and Barriers. Smart Grids and the Social Sciences Workshop, Trondheim, Norway, April 11.
6. Jason Dedrick, Jeffrey Stanton and Murali Venkatesh (2013). Critical Policy Issues for Smart Grid Adoption by Utilities. Grid of the Future Symposium, Boston, October 21.
7. Venkatesh, M., and Mugar, G. (2012). Evolution of a shared broadband telecommunications infrastructure. Paper (accepted but not presented) prepared for the International Association for the Study of the Commons (IASC) *First Thematic Conference on the Digital Commons*, Louvain, Belgium, September 12-14.
8. Venkatesh, M., and Natarajan, A. (2011). Maintenance work and artifact evolution. Paper presented at the 32<sup>nd</sup> *International Conference on Information Systems (ICIS)*, Shanghai, China, December 3-5.
9. Treglia, J., McKnight, L., Venkatesh, M., Bose, T., van Ardt, J., McKeown, D., Mishra, S., and Lee, M. (2011). Social emergency response technology policy: Wireless Grids Edgeware for infra-structureless wireless networks, intelligent Distributed Augmented Wireless Gateways (iDAWG), Neighborhood Notification and Advanced Situational Awareness Systems (ASAS). Paper presented at the 39<sup>th</sup> annual *Research Conference on Communication, Information, and Internet Policy (TPRC 2011)*, Arlington, Virginia, September 23-25.

10. Venkatesh, M. (2011). From community engagement to civic engagement: An extended model of learning. Paper presented at the Community Engagement Conference, November 8-10, East London, South Africa.
11. Treglia, J.V., McKnight, L.W., Kuehn, A., Ramnarine-Reeks, A.U., Venkatesh, M., and Bose, T. (2011). Interoperability by Edgeware: Wireless Grids for Emergency Response. Paper presented at the 44<sup>th</sup> Hawaii International Conference on System Sciences (HICSS), January 4-7, The Grand Hyatt Kauai Resort & Spa Poipu, Kauai, Hawaii.
12. Sawyer, S., Venkatesh, M., Iivari, J., Urquhart, C., and Light, B. (2011). The social design of information systems. Panel presented at the International Federation of Information Processing (IFIP) 8.2 Working Group Working Conference, Turku, Finland, June 6-8.
13. Venkatesh, M., DeVault, M.L., and Ridzi, F. (2011). Public sector institutional entrepreneurs and risk. Paper presented at the Organizational Studies International Workshop on Bringing public organization and organizing back in, May 25-28, Abbaye des Vaux de Cernay, Paris, France.
14. Venkatesh, M., Mishra, S., and Attaie, B. (2010). Prototype development of a neighborhood notification system (NNS). Annual International Conference on Network Technologies & Communications NTC 2010, November 29 – 30, Phuket Beach Resort, Phuket, Thailand (paper accepted but not presented).
15. DeVault, M.L., Venkatesh, M., and Ridzi, F. (2010). “Let’s Be Friends”: Accountability circuits in Medicaid Chronic Care eligibility processing. Paper presented at the “Institutional ethnography: Exploring governance” session at the annual conference of the Canadian Sociological Association (CSA), May 31-June 2, Montreal, Quebec.
16. DeVault, M.L., Venkatesh, M., and Ridzi, F. (2010). “Let’s Be Friends”: Accountability circuits in Medicaid Chronic Care eligibility processing. Paper presented at the “Institutional ethnography and front line work” workshop at the annual conference of the Society for the Study of Social Problems (SSSP), August 13-15, Atlanta, Georgia.
17. Venkatesh, M. (2009). The constitutive and the instrumental in social design. Paper presented at the 4<sup>th</sup> ACM International Conference on Design Science Research in Information Systems and Technology (DESRIST ‘09), May 7-9, Malvern, Pennsylvania.
18. Venkatesh, M. (2008). On social design. Poster presented at the 28<sup>th</sup> International Conference on Information Systems (ICIS), December 14-17, Paris, France.
19. Shin, Dong Hee., and Venkatesh, M. (2008). Analysis of the Development of Kutztown Community Network. Paper presented at the 41<sup>st</sup> Hawaii International Conference on System Sciences (HICSS), January 7 – 10, Hilton Waikoloa Village Resort, Waikoloa, Big Island, Hawaii.
20. Venkatesh, M., and Owens, J. (2007). On re-stabilizing artifacts. Paper presented at the Society for the Social Studies of Science (4S) annual conference, October 10-13, Doubletree Plaza Hotel, Montreal, Canada.
21. Venkatesh, M. (2007). Culture, structure, and action templates: A model of organizational change. Paper presented at the 7<sup>th</sup> International Conference on Knowledge, Culture and Change in Organizations, July 24-28, Singapore.
22. Venkatesh, M., Bhattacharya, S., and Osterlund, C. (2006). Paper Work: Outline of an institutional theory of documents. Paper presented at the 4<sup>th</sup> Annual DOCAM (Document Academy) Conference, October 13-15, Berkeley, California.
23. Venkatesh, M. (2005). Document as topology: Process control in administrative healthcare work. Paper presented at the 3<sup>rd</sup> Annual DOCAM Conference, October 7-9, Berkeley, California.

24. Venkatesh, M., and Osterlund, C. (2005). Same old thing: Structural production and reproduction in civic network design. Position paper presented at the NSF-funded Learning in Communities invitational workshop, August 14-17, Pennsylvania State University, College Station, Pennsylvania.
25. Venkatesh, M., Shin, Dong Hee. (2005). Extending social constructivism with institutional theory: A broadband civic networking case. Paper presented at the 2<sup>nd</sup> Communities & Technologies Conference, Milan, Italy.
26. Venkatesh, M., and Shin, Dong Hee. (2002). Social structure and Cyberspace. Paper presented at the Deliberative Democracy Conference, October 1-3, Carnegie Mellon University, Pittsburgh, Pennsylvania.
27. Venkatesh, M., and Shin, Dong Hee. (2001). Community network development: A dialectical view. Paper presented at the 3<sup>rd</sup> Kyoto Digital Cities Conference, October 18-21, Kyoto, Japan.
28. Venkatesh, M., and Shin, Dong Hee. (2001). Out of the Loop: Problems in the development of next generation community networks. Paper presented at the 29<sup>th</sup> Research Conference on Communication, Information, and Internet Policy (TPRC 2001), October 27-29, Alexandria, Virginia.
29. Venkatesh, M., Nosovitch, J., and Miner, W. (2000). Community network development and user participation. Paper presented at the Directions and Implications of Advanced Computing (DIAC 2000) conference, May 20-23, Seattle, Washington.
30. Venkatesh, M., Nosovitch, J., and Khan, S. (1999). Knowledge barriers to technology adoption: The case of second-generation community networking. Position paper prepared for "Broadening our understanding: Community networks and other forms of computer supported community work" workshop, 6<sup>th</sup> European Computer Supported Co-operative Work Conference (ECSCW 99), September 12-16, Copenhagen, Denmark.
31. Small, R., Venkatesh, M., and Marsden, J. (1998). The education of IT professionals: Integrating experiential learning and community service. Paper presented at the 13<sup>th</sup> International Academy for Information Management (IAIM) Annual Conference, December 11-13, Helsinki, Finland.
32. Small, R., and Venkatesh, M. (1995). The impact of closure on satisfaction with group decision-making. Paper presented at the 17<sup>th</sup> Annual National Convention of the Association for Educational Communications and Technology (AECT), February 8-12, Anaheim, California.
33. Venkatesh, M. (1995). Work group effectiveness models and quality improvement teams. Paper presented at the annual conference of the ACM Special Interest Group on Computer Personnel Research (SIGCPR), April 6-8, Nashville, Tennessee.
34. Venkatesh, M., Leo, R.J., Kuzawinski, K.M., Diamond, L.P., Verville, J.C. (1995). Supporting team-work at Xerox. Paper presented at the annual conference of the ACM Special Interest Group on Computer Personnel Research (SIGCPR), April 6-8, Nashville, Tennessee.
35. Venkatesh, M., Small, R., and Southwick, R.M. (1995). A cognitive motivational model of group member decision satisfaction. Paper presented at the 16<sup>th</sup> International Conference on Information Systems (ICIS), December 10-13, Amsterdam, The Netherlands.
36. Small, R., and Venkatesh, M. (1994). An Exploration of closure as a factor influencing group member satisfaction: Implications for applications of group support technology in education. Paper included in the Selected Research and Development Presentations at the 16<sup>th</sup> Annual National Convention of the

Association for Educational Communications and Technology (AECT), February 16-20, Nashville, Tennessee.

37. Venkatesh, M., Small, R., and Verville, J. (1993). Task satisfaction in groups: A closure approach. Poster presented at the 14<sup>th</sup> International Conference on Information Systems (ICIS), December 5-8, Orlando, Florida.

38. Venkatesh, M., and Verville, J. (1993). An exploration of group member satisfaction. Paper presented at the annual conference of the ACM Special Interest Group on Computer Personnel Research (SIGCPR), April 1-3, St. Louis, Missouri.

39. Venkatesh, M., and Wynne, B. (1991). Effects of problem formulation and process structures on performance and perceptions in a GDSS environment: an experiment. Paper (accepted but not presented) at the 24<sup>th</sup> Hawaii International Conference on System Sciences (HICSS), January 8-11, Hawaii.

#### **Doctoral Dissertation Committees:**

Dissertation Advisor (completed): D-H. Shin (Sungyunkwan University, Seoul, South Korea), Anu Mundkur (Flinders University, Adelaide, Australia), S. M. Yusof (University Utara Malaysia), B. Addom (Consultant, New York), F. Espinosa-Vasquez (U of Kentucky), Dane Dell (OCPL, Syracuse).

Dissertation Committee Member (ongoing): E. Sabaghian