

Dave Yates, Ph.D.

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Research Summary

My research addresses how organizations use collaborative technologies and social media to communicate and share knowledge. I have concentrated on two specific contexts: the first is collaboration in contingencies and disaster response; the second is the ethics and security issues which make sharing problematic. In both cases I am interested in how these technologies help individuals contribute, structure, and analyze information to make better decisions.

Education

Ph.D., Business Administration - Information Systems, University of Southern California, Los Angeles, CA, 2007
M.S. Management, Troy State University, Troy, AL, 1996
B.S. Systems Engineering, University of Virginia, Charlottesville, VA, 1994

Work History

Assistant Professor, Daniels College of Business, University of Denver, Denver CO (Sep. 2014 – Present)
Air Force Reserve Officer, US Air Force Reserve (current grade: Lt Col). Most recent duties: Deputy Commander, 310th Operations Group, Schriever AFB, CO (Mar. 2002 - present)
Adjunct Professor, Daniels College of Business, University of Denver, Denver CO (Jan. 2014 – Aug. 2014)
Technical Director, Joint Space Operations Center. US Air Force, Vandenberg AFB, CA (Oct. 2011 – May 2013)
Assistant Professor, College of Information Studies, University of Maryland, College Park (Aug. 2007 – Jun. 2011)
Visiting Scholar, Air Force Institute of Technology, Dayton, OH (Feb. – Mar. 2007)
Knowledge Management Intern, Northrop Grumman Corporation, El Segundo, CA (Jun. 2005 – Feb. 2006)
Research and Teaching Assistant, Information and Operations Management Department, University of Southern California, Los Angeles, CA (Aug. 2002 – May 2007)
Systems Engineer, Analytical Graphics, Inc., Long Beach, CA (Mar. – Aug. 2002)
Air Force Officer, US Air Force, Space and Missile Operations, various locations (Aug. 1994 – Feb. 2002)

Refereed Journal Articles

1. Majchrzak, A., Wagner, C., and **Yates, D.** (2013) The Impact of Shaping on Knowledge Reuse for Organizational Improvement with Wikis. *MIS Quarterly*, 37(2), 455-469. (ISI Impact Factor 4.447).
2. Harris, A. L., Lang, M., **Yates, D.**, and Kruck, S.E. (2011) Incorporating Ethics and Social Responsibility in IS Education. *Journal of Information Systems Education*, 22(3), 183-191. (No impact factor available)
3. **Yates, D.**, and Paquette, S. (2011) Emergency knowledge management and social media technologies: A case study of the 2010 Haitian earthquake. *International Journal of Information Management*, 31(1), 6-13. (ISI Impact Factor 0.723).
4. McCarthy, L., and **Yates, D.** (2010) The use of cookies in Federal agency web sites: Privacy and recordkeeping issues. *Government Information Quarterly*, 27(3), 231-237. (ISI Impact Factor 1.910).
5. Lee, K. M., **Yates, D.**, Clark, J., and El Sawy, O. (2010) Value creation of mobile services through presence: Designing mobile information and entertainment applications with presence in mind. *PRESENCE: Teleoperators and Virtual Environments*, 19(3), 265-279. (ISI Impact Factor 0.750).
6. **Yates, D.**, Wagner, C., and Majchrzak, A. (2010) Factors Affecting Shapers of Organizational Wikis. *Journal of the Association for Information Science and Technology*, 61(3), 543-554. (ISI Impact Factor 1.954).

Journal Articles Under Review

1. Paquette, S., and **Yates, D.** (2015) Do we have enough data? The problem of false data saturation in qualitative research. Under review (1st round) at the *European Journal of Information Systems*.

Refereed Conference Proceedings

1. Yates, D., and Harris, A. L. (2015) Phishing Attacks Over Time: A Longitudinal Study. *Proceedings of the 21st Americas Conference on Information Systems (AMCIS)*, Puerto Rico. Published online at <http://aisel.aisnet.org/amcis2015/>. ISBN: 978-0-9966831-0-4

2. **Yates, D.**, and Golbeck, J. (2012) Is Facebook appropriate for the classroom? A comparison of student and faculty perspectives. *Proceedings of the Euro-American Conference for Academic Disciplines and Creativity*, Prague, Czech Republic. 27 pages.
3. **Yates, D.**, and Paquette, S. (2010) Emergency knowledge management and social media technologies: A case study of the 2010 Haitian earthquake. *Proceedings of the 2010 American Society for Information Science and Technology (ASIST) Conference*, Pittsburgh, PA. Published online at <http://www.asis.org/asist2010>.
4. Harris, A. L., **Yates, D.**, Quaresma, R., and Harris, J. M. (2010) Information System Ethical Attitudes: Cultural Comparison of U.S., Spain, and Portugal. *Proceedings of the 16th Americas Conference on Information Systems (AMCIS)*, Lima, Peru. Published online at <http://aisel.aisnet.org/amcis2010/>.
5. **Yates, D.**, Shute, M., and Rotman, D. (2010) Connecting the Dots: When Personal Information Becomes Personally Identifying on the Internet. *Proceedings of the Fourth Annual AAAI Conference on Weblogs and Social Media*, Washington D.C.
6. **Yates, D.** (2007) Collaborative Technology Support for Integrating and Applying Knowledge in Virtual Contexts. In George T. Solomon (Ed.), *Proceedings of the Sixty-Sixth Annual Meeting of the Academy of Management (CD)*, ISSN 1543-8643.
7. Majchrzak, A., Wagner, C., and **Yates, D.** (2006) Corporate Wiki Users: Results of a Survey. *Proceedings of the 2006 International Symposium on Wikis*. ACM Press.

Book Chapters

1. **Yates, D.**, and Harris, A. L. (2010) International Ethical Attitudes and Behaviors: Implications for Information Security Policy. In Dark, M. (Ed) *Information Assurance and Security Ethics in Complex Systems: Interdisciplinary Perspectives*. Hershey, PA: IGI Global. ISBN: 978-1-61692-245-0.

Refereed Conference Presentations

1. Bedford, D., Bakri, I., Wang, T., Qu, Y., **Yates, D.**, and Pryor, E. (2010) Role of Communities of Practice in Recent Responses to Disasters – Tsunami, China, Haiti, and Katrina. Annual Meeting of the American Society for Information Science & Technology, Pittsburgh, PA. (Acceptance rate 32%).
2. **Yates, D.**, and Paquette, S. (2010) Emergency Knowledge Management and Social Media Technologies: A Case Study of the 2010 Haitian Earthquake. Annual Meeting of the American Society for Information Science & Technology, Pittsburgh, PA. (Acceptance rate 32%).
3. **Yates, D.** (2008) Creative rights management for intellectual property in K-12 education. Georgia Conference on Information Literacy, Savannah, GA.
4. Paquette, S., Fagnot, I., Desouza, K.C., **Yates, D.**, and Ho, S.M. (2008) Information Assurance, Intelligence and Security: Opportunities and Directions for Future Research. iSchool Conference 2008, Los Angeles, CA.
5. **Yates, D.** (2007) A social-cognitive approach to individual learning in collaborative technology-supported virtual teams. Organization Science Winter Conference XIII, Steamboat Springs, CO.
6. **Yates, D.**, Lee, K.M., and El Sawy, O. (2006) Leveraging Presence in the Design of Mobile Services: Challenges, Opportunities, and Value Creation. Global Mobility Roundtable, 2006, Helsinki, Finland.
7. **Yates, D.** (2005) Virtual Team Use of Collaborative Technology for the Sharing and Integration of Divergent Knowledge: Changing the Rhythms of Virtual Team Interaction. International Conference for Information Systems Doctoral Consortium, 2005, Las Vegas, NV.
8. **Yates, D.** (2004) Assessing the Value of Decision Aids for Online Shopping. Annual Meeting of the Academy of Management, 2004, New Orleans, LA.

Articles in Non-Peer Reviewed Journals and Technical Papers

1. Loeber, P., Bartczak, S. and **Yates, D.** (2007) GeoBase Challenges. *Military Geospatial Technology* 5(1), 24-25.
2. **Yates, D.** (2005) Secondary Transaction Costs and Interfirm Linkages: The Influence of Social Capital on Alliance Formation in the Wireless Industry. University of Southern California Center for Telecommunications Management Report.

Non-Refereed Presentations

1. Managing Social Media for the Haiti Earthquake Response, National Institute of Health, Disaster Information Outreach Symposium, Bethesda, MD, January 2011
2. Moderator: Social Media, Game Changer or World Changer? Smith School of Business, Center for Social Value Creation, University of Maryland, College Park, MD, November 2010.
3. Response Coordination for the Haiti 2010 Earthquake Using Social Media, Human-Computer Interaction Laboratory, University of Maryland, February 2010.
4. Collaborative Technology Support for Learning and Innovation – in Synchronous and Asynchronous Interaction

Modes, Northrop Grumman Corporation, October 2008.

5. "Panel Discussion with experts on Personal Privacy Issues" with S. Hannestad and S. Paquette, Maryland Day 2008, University of Maryland College Park.
6. "Antecedents and Motivations of Knowledge Integration Roles When Using Firm Wikis." Johns Hopkins University Applied Physics Laboratory, Laurel, MD, December 2007.
7. Discussant: "Knowledge Sharing." Annual Meeting of the Academy of Management, August 2006, Atlanta, GA.
8. "Virtual workspace technologies for Far-Flung Teams." The Northrop-Grumman Corporation Technology Area Leader Seminar, Colorado Springs, CO, September 2005.

Contracts and Grants

(2010) Collaborative patterns in a text-based multiplayer game. \$12,941 contract, Johns Hopkins Applied Physics Laboratory, 2010.

(2008) "Digital Humanities Model Internship Program," \$2000 award, IMLS 21st Century Librarian Grant, Technology Consultant (PI: Kari Kraus), 2008.

Fellowships, Prizes, and Awards

(2010) Reserve officer of the year (#1/20) Air Force Office of Information Dominance and Chief Information Officer, Pentagon

(2010) University of Maryland I-Series Professor fellowship for new course development (\$5000 award)

(2009) Reserve officer of the year (#1/5) Current Operations Division, Air Force Office of Information Dominance and Chief Information Officer, Pentagon

(2008) Reserve officer of the year (#1/5) Current Operations Division, Air Force Office of Information Dominance and Chief Information Officer, Pentagon

(2008) Finalist (top 3) 2008 International Conference for Information Systems (ICIS) Dissertation Award.

(2007) Gerardine Desanctis Award winner for best paper from a dissertation, 2007 Annual Meeting of the Academy of Management, Organizational Communications and Information Systems (OCIS) division.

(2007 – Present) Member, Beta Gamma Sigma international honor society

(2003) Certificate of Recognition for 4.0 GPA in Doctoral Program, University of Southern California

(2002-2006) Four-year doctoral fellowship (full tuition and stipend), University of Southern California

Service Activities

(2010) Centers for Disease Control and Prevention Review Panel

(2009-2010) Associate Editor, Annual Meeting of the Academy of Management, 2009-2010

(2007 – Present) Reviewer for Information Systems conferences and journals including MIS Quarterly, Information Systems Research, Organization Science, International Conference for Information Systems, CHI Conference.

Courses Taught

Analytics I: Data Management and Analysis (INFO 1010) University of Denver

Full quarter core course for Daniels undergraduate students introducing information technology and analytic techniques.

Enrollment: Winter 2015: 31, 32; Spring 2015: 25

Survey of Operations Management (STAT 2800) University of Denver

Full quarter course covering advanced statistical techniques for business applications, such as simulation, forecasting, and control systems.

Enrollment: Winter 2014: 42; Spring 2014: 35

Social Media Campaigns for the Well-Being of Human Kind (INFM 289J) University of Maryland

Full semester I-series (general education) course which investigates pro-social behavior theories, real-world philanthropic and collective action social media campaigns, and social media tools and technologies. Students build their own social media campaign based on course concepts.

Enrollment: Fall 2010: 36

Information Technology and Organizational Context (INFM 603) University of Maryland

Full semester core course which introduces critical information technology concepts to M.I.M. students in the College of Information Studies. Focus is application of technology applied to real world practice. Numerous case studies are analyzed and a web portfolio is created that presents different technology competencies.

Enrollment: Fall 2008: 24; Spring 2009: 9

Copyright, Privacy, & Security of Digital Information (INFM 722) University of Maryland

Full semester course (required in the Strategic Management of Information concentration) which explores the legal, organizational, and technological aspects of protecting and exploiting information. Class relies heavily on discussion;

Students also perform a final research project and presentation.

Enrollment: Fall 2007: 7; Spring 2008: 18; Spring 2009: 18; Spring 2010: 19; Spring 2011: 17

Social Computing Technologies and Applications (INFM 741) University of Maryland

Full semester course (fulfills Advanced Technology course requirement) which explores the types of social computing applications, underlying programming languages and techniques, and social theories of participation, collaboration, and influence. Example technologies are analyzed and a midterm exam and a final project are completed to show a depth of understanding.

Enrollment: Spring 2008: 14; Fall 2008: 11; Fall 2009: 27; Fall 2010: 16

Independent Study (INFM 719 or LBSC 709) University of Maryland

Full semester course guiding students through independent research projects of substantial depth and scope, often with real-world organizations as sponsors.

Enrollment: Summer 2008: 1; Spring 2009: 2; Fall 2010: 2; Spring 2011: 1

Information Management Team Experience (INFM 736) University of Maryland

Full semester required course in which student groups interact with a real-world sponsor to solve information management problems. As a faculty advisor I arrange for the project with the sponsor and review the scope, facilitate all student interaction, and oversee project completion and presentation of deliverables. My teams have accomplished projects for The Nature Conservancy (two separate projects) and The College of Information Studies.

Enrollment: Spring 2008: 4; Spring 2010: 7

Solving Problems in Information Management (INFM 737) University of Maryland

In-depth problem analysis and resolution. Independent study.

Enrollment: Spring 2011: 2

Information Technology (LBSC 690) University of Maryland

Full semester core course which introduces critical information technology concepts to M.L.S. students in the College of Information Studies. Focus is application of technology applied to real world practice. Numerous case studies are analyzed and a web portfolio is created that presents different technology competencies. Enrollment:

Fall 2009: 29; Spring 2010: 31; Spring 2011: 30

Knowledge Management, University of Maryland

A certificate course for the Center for Intellectual Property and E-Government (CIPEG) in the Federal Government Certificate Program, offered through the Office of Professional Studies. Enrollment: Winter 2008: 20

Business Information Systems (IOM 431) University of Southern California

Full semester undergraduate course which develops the fundamentals of computer networks, protocols, TCP/IP and the Internet; electronic commerce, web application development and security issues. Enrollment: Fall 2004: 25

Curriculum Development

(2015) Optimization Modeling (INFO 3440): Undergraduate course, University of Denver

(2011) Social Media Campaigns for the Well-Being of Human Kind (INFM 289J): a competitively-selected I-series general education course, University of Maryland

(2008) Social Computing Technologies and Applications (INFM 741): Graduate course, University of Maryland

(2007) Copyright, Privacy, and Security of Digital Information (INFM 722): Graduate course, University of Maryland

Advising

(2015-2016) Masters Program Advisor, Master of Science in Business Analytics

1. Peyton Garnsey
2. Brian Spencer

(2015) Ph.D. Committee (External member): Leigh Benson, Research Methods and Statistics.

(2015-2016) Capstone Advisor, Master of Science in Business Analytics

1. David Gerhards
2. Kelsey Domme

(2008) Master Thesis Committee: D. Adam Anderson, Master of Library Science Thesis Committee. Thesis Topic: *Efficiency versus Democracy: Policy Trends and Assessment of State E-Government*. Defended: May 2008

(2008-2010): Masters Program Advisor for 35 Master of Information Management students. I have advised approximately 10 new students per year on course selection and placement strategies.

(2008) Comprehensive Exams Committee: Christina Pikas, Information Studies, College of Information Studies/Ph.D. student Completed Exam: Fall 2008