

MARK THOUIN

Area of Information Systems and Operations Management, School of Management
The University of Texas at Dallas
800 West Campbell Road, SM33, Richardson, Texas 75080-3021
(972) 883-4011

Educational History

- Doctor of Philosophy (PhD), Business Administration, December 2007, Management Information Systems (MIS) Concentration, Texas Tech University, Lubbock, Texas
- Masters in Business Administration (MBA), May 2004, George Mason University, Fairfax, Virginia
- Bachelor of Science in Mathematics, May 1992, Virginia Polytechnic Institute and State University, Blacksburg, Virginia

Professional Experience

The University of Texas at Dallas, Richardson, Texas

2008 - Present

Director of Information Systems Programs and Clinical Professor

- Collaborate with information systems faculty to develop, market, promote, and deliver new graduate and undergraduate programs
- Tripled information system program enrollment from 220 to 661 students
- Teach graduate and undergraduate courses, including Introduction to Management Information Systems, Mobile and Web Application Development, Professional Development, Software Project Management, and Information Systems Internship
- Designed, developed and executed a digital marketing campaign to recruit new students to the BS in Management Information Systems Program
- Led effort to establish a Graduate Certificate in Business Intelligence
- Led effort to create an MIS Industry Advisory Board (IAB) to strengthen relationships between UTD and industry
- Led effort to create and hold a conference for information systems' program directors and department chairs.
- Conduct original research in healthcare information technology and project management

Texas Tech University, Lubbock, Texas

2005 - 2007

Teaching Assistant and Ph.D. Student

- Taught assigned courses and collaborated with faculty on original research
- Successfully completed all program requirements for a Doctor of Philosophy in Business Administration with a concentration in Management Information Systems

The MITRE Corporation, McLean, Virginia

2002 – 2004 (Full Time)

Senior Information Systems Engineer

(Part Time 2005 - 2010)

- Project Manager for a \$500,000 project ensuring successful delivery through active management of project scope, cost, time, and quality
- Analyzed systems interoperability for more than 500 United States Coast Guard systems using the Levels of Information Systems Interoperability (LISI) Method to identify issues and propose remedies
- Provided training and guidance on the subject of IT integration and interoperability to more than 60 people through development and execution of 2 instructor led courses
- Designed and constructed enterprise architectures using System Architect to analyze interoperability and facilitate system acquisition for the Department of Homeland Security (DHS)

Synchromesh Consulting (Formerly Norstan Inc. and PRIMA Consulting)

1996 – 2001

Senior Account Executive (2001)

- Maintained 100% customer satisfaction through regular and frequent communication and status meetings
- Developed \$500,000 of new business over a six month period by developing a territory account plan that included marketing and prospecting, lead qualification, executive presentation, negotiations, and closing
- Provided value propositions through solution identification and solution creation in core service offerings including strategic planning, HIPAA compliance, business integration, infrastructure, web application development, and audio and data conferencing

Consulting Manager/Branch Partner Mid-Atlantic (1999 – 2001)

- Project Manager for the delivery of \$5,000,000 of professional services and solutions
- Achieved company leading 90% utilization rate by performing full life-cycle consulting services including utilization planning, project staffing, quality control, and technical pre-sales support
- Managed 30 consultants utilizing a management by objective process
- Generated proposals and statements of work based on customer requirements
- Worked with executive management team to develop regional business plans, consultant job definitions, and strategic business development plans

Groupware Partner/Senior Consultant (1996 – 1999)

- Project Manager for the design, development, and implementation of a \$1.5 million custom software application designed to manage the product development lifecycle for the Casualwear Division of Sara Lee
- Mentored and provided technical guidance and training for 15 consultants
- Designed and developed an architecture integrating multiple custom software applications which required a detailed understanding of Oracle, DB2, Lotus Notes, Delphi, Visual Basic, and Style Manager.

Synetics Corporation, Vienna, Virginia

1994 – 1996

Member of Technical Staff

- Developed custom software applications for the US Department of Labor and the NSF
- Led a team through the installation and configuration of NetWare LANs for the National Archives

National Science Foundation (NSF), Arlington, Virginia

1993 - 1994

Science Education Analyst

- Provided systems administration for the Division of Undergraduate Education's Local Area Network

Computer Sciences Corporation (CSC), Falls Church, Virginia

1992 - 1993

Member of Technical Staff

- Specialized in development and support of software applications for the Environmental Protection Agency

Research Interests

- Healthcare Information Technology
- Information Technology Business Value
- Outsourcing

Professional Memberships

- Association for Information Systems (AIS)
- Association of Information Technology (AITP)

Honors and other Recognitions

- Rawls Graduate Scholarship 2005, Texas Tech University
- Outstanding MBA Student for the Class of 2004, George Mason University
- Special Recognition Award, The MITRE Corporation
- Excellence in Leadership, PRIMA Consulting

Achievements in Original Achievement, Investigation, and Research

JOURNAL PUBLICATIONS

Bardhan, I., & Thouin, M.F. (2012), Information Technology and its Impact on the Quality and Cost of Healthcare: A Study of U.S. Hospitals, *Decision Support Systems*.

Thouin, M.F., Hoffman, J.J., & Ford, E.W., (2009) IT outsourcing and firm-level performance: A transaction cost perspective, *Information & Management*, **46**(8), pp. 463-469.

Thouin, M.F., (2008) Modeling and Simulation for Drug Discovery and Development: Current Practices and Opportunities for Advancement, *Expert Opinion on Drug Discovery*, **3**(6), pp. 591-593

Thouin, M.F., Hoffman, J.J., & Ford, E.W., (2008) The Effect of Information Technology (IT) Investment on Firm-Level Performance in the Healthcare Industry, *Health Care Management Review*, **33**(1), pp. 60-68

CONFERENCE PRESENTATIONS, PROCEEDINGS, AND PAPERS UNDER REVIEW

Thouin, M.F. & Bardhan, I., (December 2009) The Effect of Information Systems on the Quality and Cost of Healthcare Processes: A Longitudinal Study of US Hospitals. Proceedings of the *Thirtieth International Conference on Information Systems Research*. Located in Phoenix, AZ.

Thouin, M.F., Hoffman, J.J., Jones, D. R., & Ford, E.W., (August 2009). IT Outsourcing and Firm Performance: The Mediating Effect of IT Agility. *Presented at the Academy of Management's Health Care Management Division*. Located in Chicago, IL.

Thouin, M.F., Hoffman, J. J, and Ford, E. W. (August 2007). Information Technology Outsourcing and Firm-Level Performance: A Transaction Cost Perspective. *Presented at The Academy of Management's Health Care Management Division*. Located in Philadelphia, PA.

Thouin, M.F., Song, J., (2006) Social Networks as Moderators of Decision Task Performance, *Pre-ICIS 2006 SIG-DSS Research Workshop*, Milwaukee, WI

Thouin, M.F., (2006) Extending Customer Relationship Management to the Virtual Community: Organizational, Community and Social Factors effecting Activity in Product Oriented Virtual Communities, *Big XII Information Systems Research Symposium*

Sherif, K., Mundvidwalla, M., Thouin, M., (2005) Extended Enterprise Applications and Sustained Competitive Advantage, *Proceedings of the Americas Conference on Information Systems (AMCIS)*, Omaha, NE

WORKING PAPERS

Thouin, M.F., Hoffman, J.J., Jones, D.R., Ford, E.W., *IT Outsourcing and Firm Performance: A Comparison of Strategic Perspective*, Working Paper

Professional and University Citizenship

Professional activities and committees

- Led the effort to create an MIS Academic Leadership Conference for information systems' Program Directors and Department Chairs.
- Reviewer for *Information Technology and Management*
- Reviewer for *Health Care Management Review*
- Reviewer for *International Journal of Healthcare Technology and Management*

Departmental activities and committees

- Plan and execute a digital marketing campaigns to recruit new students to the BS in Management Information Systems Program
- Worked with area faculty and staff to publish the *MIS @ UT Dallas* newsletter
- Assess the performance of the following academic programs and/or courses
 - BS in Management Information Systems
 - Graduate Certificate in Business Intelligence and Data Mining
 - Introduction to Management Information Systems
- Meet with prospective undergraduate and graduate students in MIS

School activities and committees

- Undergraduate Education Committee
- Academic Operations Committee
- Assessment Committee
- Masters Admissions Committee
- Distance Learning Committee
- Faculty Coach for graduate and undergraduate students

Courses and other curricula developed

- MIS 3100 Professional Development
- MIS 3300 Introduction to MIS
- MIS 4312 Mobile and Web Application Development
- MIS 6360 Software Project Management
- MIS 6v98 Information Systems Internship
- Facebook Application Development Summer Camp