

ERIK J. KROGH, Ph.D., MBA

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Erik Krogh's extensive Information Systems practitioner experience spans 22 years. He began his career as a data analyst and rose to the rank of Divisional CIO. His IS experience traverses multiple industries, including financial services, supply chain/manufacturing, and government contracting.

Erik spent his IS practitioner career working in a variety of technical and managerial roles for companies ranging in size from small start-ups to large IT integrators, such as Computer Sciences Corporation. He previously held management positions at Indymac Bank, Hewlett-Packard, and ARAMARK Uniform Services.

As an academic, Dr. Krogh has taught undergraduate and graduate classes at the USC Marshall School of Business and at Pepperdine University's Graziadio School of Business, where he is Program Chair of the Master of Science in Applied Analytics Program. He holds a PhD in Information Systems from Claremont Graduate University, an MBA from the University of Southern California's Marshall School of Business, and graduated Magna Cum Laude with a Bachelor of Science in Management from Pepperdine University's Graziadio Business School.

He is a member of the Southern California Chapter of the Society for Information Management (SIM), co-authored a paper that won the 2005 SIM "Best Paper Award", and has been published in MIS Quarterly Executive.

EDUCATION

- **PhD, Information Systems and Technology** - CLAREMONT GRADUATE UNIVERSITY, Claremont, CA (2016) Dissertation topic: *A Grounded Theory Approach Toward Understanding the Motivations for the "Unsanctioned Use of IT"*
- **MBA, Information Systems** - UNIVERSITY OF SOUTHERN CALIFORNIA, Los Angeles (1997)
- **BS, Management** - *Magna Cum Laude* - PEPPERDINE UNIVERSITY, Malibu, CA (1993)
- **International coursework** – "Global Strategy and Trade" graduate course, OXFORD UNIVERSITY (2010)
- **Preparing Future Faculty Certificate**, CLAREMONT GRADUATE UNIVERSITY (2010)
- **Executive Education** - "Managing the Information Resource" week-long IT strategy program UCLA ANDERSON SCHOOL OF MANAGEMENT (2002)

PROFESSIONAL EXPERIENCE

PEPPERDINE UNIVERSITY GRAZADIO BUSINESS SCHOOL **2014-present**

Academic Director, MS in Applied Analytics: Chair the MSAA program committee, cultivate a positive overall learning experience for students, coordinate curriculum content, develop online modality for the program, direct student projects with external businesses, oversee student internships.

Practitioner Faculty of Information Systems: Teach MBA, MS, and undergraduate Information Systems classes with emphasis on effective IT use in the digital business environment. AI Taskforce Chair.

- ISTM 476, *Information Systems for Business and Management* (Undergraduate IS core)
- ISTM 603, *Information Resources and Technology* (Full time MBA, first component of IS core)
- ISTM 613, *Technology and Operations Management* (Full time MBA, second component of IS core)
- ISTM 620, *Workflow and Business Process Modeling and Analysis* (MS in Applied Analytics course)
- ISTM 624, *Databases and Big Data Management* (MS in Applied Analytics course)
- ISTM 627, *Marketing Informatics* (MS in Applied Analytics course)
- ISTM 654, *Information and Process Systems* (Fully Employed MBA IS core course)
- ISTM 654FL, *Information and Process Systems* (Fully Employed MBA IS core course, flex modality)
- ISTM 654OL, *Information and Process Systems* (Fully Employed MBA IS core course, online modality)
- ISTM 662OL, *Digital Innovation and IS Portfolio and Project Management* (DIIS elective, online modality)
- ISTM 664OL, *Business Process Analysis and Innovation* (DIIS elective, online modality)
- ISTM 665OL, *Digital Innovation and Strategic Transformation* (DIIS elective, online modality)

UNIVERSITY OF SOUTHERN CALIFORNIA MARSHALL SCHOOL OF BUSINESS 2000 – 2009

Part-Time Lecturer: Teach graduate and undergraduate level information technology classes.

Classes taught:

IOM 431, *Business Information Systems* (Undergraduate core class)

IOM 539, *Fast Response Management Systems* (MBA elective)

INDYMAC BANK, Pasadena, CA 1999 - 2006

First Vice President, Divisional CIO - Secondary Marketing IT

Responsible for all IT activities for the Secondary Marketing business unit (e.g. IT strategy, application build vs. buy, IT infrastructure impact). Manage multiple concurrent cross-application development projects requiring the coordination of multiple IT workgroups consisting of direct and non-direct-reports.

Vice President, Mortgage Bank Application Development and Support

Manage all application development and support for the Mortgage Bank with the exception of automated underwriting system rewrite and B2C channel.

Vice President, Electronic Commerce

Responsible for the application development and support of IndyMac's Business-to-Business (B2B) mortgage web channel. Oversaw rewrite of IndyMac's highest-volume transactional website using Microsoft web technologies (e.g. ASP, VB, SQL, XML).

HEWLETT-PACKARD COMPANY, Santa Clara, CA 1998 - 1999

Business Relationship Manager

Manage relationship between IT development group and Commercial Channel business unit. Define and reengineer processes for direct and multi-tiered supply chain models, including third-party providers (e.g. logistics service providers and contract manufacturers.) Analyze and evaluate new business initiatives, consult with business clients to optimize initiatives, and act as advocate for business constituents.

ARAMARK UNIFORM SERVICES, Burbank, CA 1990 - 1997

Manager, Internet/Electronic Commerce

Manage all EDI/EC initiatives from project inception through production, including strategic systems planning; systems development; process reengineering; customer/vendor trading partner acquisition and relations; legal issues coordination; operations.

Electronic Commerce Team Leader

Provide leadership in a team-based flat organizational structure. Perform mapping, new application development, EDI trading partner relationship management, and cross-functional consulting.

Business Systems Analyst

Manage EDI implementation from pilot to production. Assess and develop competence in new technologies; write business cases for adopting new technologies as appropriate.

Programmer/Analyst

Lead programmer, Billing Subsystem. Developed financial applications utilizing VAX COBOL.

FOUNDATION EXPERIENCE 1984 - 1990

BALLY'S HEALTH AND TENNIS CORPORATION, Los Angeles, CA (1989-1990): Programmer/Analyst

COMPUTER SCIENCES CORPORATION, San Diego, CA (1986-1989): Programmer/Configuration Mgt

EVEREST LEGAL SYSTEMS, Chicago, IL (1985-1986): Computer Operations

SOFTWARE PRODUCTS CORPORATION, Chicago IL (1984-1985): Analyst

ACADEMIC PUBLISHING

- "Malus Analytics International: Combatting the Menace of Shadow IT", Ivey teaching case, 2018
- "Managing Online in Perpetual Perfect Storms", *Management Information Systems Quarterly Executive* December 2005.

TEACHING AWARDS

- Aspire Teaching Award, Pepperdine Graziadio Business School, 2019

ACADEMIC PAPER PRESENTATIONS

- “Mitigating the Enterprise Application Bottleneck with Low Code Development Platforms”, Western Decision Sciences Institute conference, Cabo San Lucas, Mexico (2019)
- “How Shadow IT Impacts the Audit Function”, Institute of Internal Auditors LA Chapter Conference, Universal City, CA (2018)
- “Addressing the *Shadow IT* Challenge: Applications to Higher Education”, Western Decision Sciences Institute, Lihue, HI (2018).
- “The Evolution of the Chief Information Officer Role: Chief Innovation Officer + Chief Marketing Officer?”, National Business and Economics Society, Honolulu, HI (2018).
- “Leveraging Business Technology Ecosystems to Rapidly Deliver Digital Capabilities”, Hawaii International Conference on Systems Sciences, SIM/MISQE Workshop Hawaii (2018).
- “How Does Shadow IT Impact Project Management?”, Project Management Institute, Pasadena, CA (2017)
- International Conference of Information Systems (ICIS) Society for Information Management (SIM) workshops: Milan, Italy (2013) and St. Louis, MO (2010).
- “Managing Online in Perpetual Perfect Storms”, Society for Information Management Annual Convention “SIMposium”, Boston, MA (2005).
- “View from the Top”, 4th Annual Mortgage EC Conference, Mandalay Bay Resort, Las Vegas, NV (2002).