

OM&IS News

cob.niu.edu/omis OM&IS focuses on running business better by improving processes and using technology.



Students in NIU's summer 2015 SAP Certification Workshop

SAP TERP10 Certification

Thirty-five students enrolled in a June 15-26, 2015 workshop for SAP TERP10 (Integration of Business Processes in SAP ERP). The workshop provided intensive training to prepare students to sit for the exam to become a SAP Certified Business Associate. The exam covers topics on SAP ERP navigation as well as the business processes, transactions, and integrations performed within SAP ERP to enable students to see how a modern enterprise

system functions.

On the last day of the OM&IS workshop, 33 students took the SAP TERP10 Certification Exam and 23 passed the test. This means the very first SAP TERP10 workshop offered by the OM&IS Department achieved a 70% pass rate.

In terms of the national pass rate, in 2014, a total of 742 students in the SAP University See **SAP TERM10** on Page 3.

Outstanding Faculty Research on Quality Management



Dr. Kathleen L. McFadden and Dr. Jung Young Lee

In May 2015, Dr. Kathleen L. McFadden and Dr. Jung Young Lee (from the Department of Operations Management & Information Systems), along with co-authors Dr. Charles R. Gowen III and Dr. Barton M. Sharp (from the Department of Management) received the prestigious Gryna Award from the American Society for Quality. The award is presented for the paper that made the largest

contribution to the extension of understanding and knowledge of the philosophy, principles, or methods of quality management during the past year. Their paper was entitled "Linking Quality Improvement Practices to Knowledge Management Capabilities" and was published in 2014 in *Quality Management Journal*, Vol. 21, No. 1, pp. 42-58. The American Society for

See **Research** on Page 3.

Department Highlights

Dr. Yipeng Liu became a certified SAP TERP10 instructor in summer 2015.

After 15 years of outstanding services at NIU, **Dr. Brian Mackie**, Associate Professor of MIS, retired from the OM&IS Department in June 2015.

After 21 years of outstanding services at NIU, **Dr. Jack Marchewka**, Professor of MIS, retired from the OM&IS Department in May 2015.

Dr. Nancy L. Russo traveled to Colombia in May 2015 to teach an IT strategy class at PRIME Business School at Sergio Arboleda University in Bogotá, Colombia.

Dr. Kathleen L. McFadden traveled to Spain in March 2015 to ENAE University in Murcia, Spain to continue work on a research project with ENAE faculty.

Ms. Susie Horton joined the OM&IS Department in March 2015 as an office manager and assistant to the chair.

Dr. Chang Liu traveled to China in March 2015 to visit the Business Technology and Business University and Dongbei University of Finance & Economics and to continue to build 2+2 and 3+1 programs.

Drs. Kathleen L. McFadden and **Nancy L. Russo** received the OM&IS Millington Faculty Research Fellowship awards in February 2015.

Dr. Yipeng Liu received the OM&IS Syndeo Networks Faculty Research Fellowship award in February 2015.

Dr. Andrew Setterstrom taught a weeklong IT class at Bordeaux University of France in February 2015.

OM&IS students **Kathleen Abell**, **Jenna Marchiorello**, and **Cori Stewart** were among the recipients of the 2015 NIU Outstanding Women Awards.



NORTHERN ILLINOIS UNIVERSITY

College of Business

Where the Classroom Meets the Business World

Student & Alumni Spotlight

Senior Cori Stewart shares her thoughts on the OM&IS Program



Cori Stewart

Q: What do you like about the OM&IS program at NIU?

I like how well rounded the program is because it's designed to help you understand multiple facets of business. With Operations Management

you learn about statistical analysis and project management, which help you understand why databases and business intelligence is so important on the Information Systems side. The OM&IS major makes me qualified to apply for an overwhelming amount of positions, which gives me the advantage in job searches.

Q: What prompted you to major in OM&IS?

During my Store Management Internship at Kohl's, I helped implement a Merchandise Location System that linked every piece of inventory in the store to its exact location in the store (departments, fixtures, store room, etc.). Associates are now able to scan one article of clothing anywhere in the store and be able to see the quantity on the floor and the quantity in the store room. This made the operations of the store significantly more efficient because associates no longer had to physically walk to the store room to check for inventory, and I loved it. Seeing technology work to make the business run smoother just made sense to me.

Q: What do you enjoy most about your internship?

I have interned for three different companies during my time at NIU. I was a Store Management Intern at Kohl's, a Retail Design Intern at True Value, and a Data Analytics Intern at Ulta Beauty's Distribution Center. I've enjoyed all of my internships but what I enjoyed the most about my most recent internship at Ulta was the real life experience. I created a tool that links SAP with an Excel Macro to quickly tell managers how many items are in the reserve locations, which are mostly located high above the ground. This made capacity planning easier and reduced labor costs because it takes much less time to find answers about reserve locations. I really enjoyed being able to solve a real problem a business was having using the skills I've learned through the OM&IS program.

Q: What are some things you enjoy doing in your free time?

I love meeting new people, traveling, and watching movies. I also like playing volleyball and volunteering.

Q: Is there anything else you want us to highlight about you?

I'm excited to start a career in IT Consulting at NxtTeam in Schaumburg, IL after graduation!

Graduate Student Jacinth Gajjala on the MIS Program at NIU



Jacinth Gajjala

Q: What was your undergraduate major, and where did you receive your undergraduate degree?

My undergraduate major is Computer Science. I received

a Bachelor of Technology degree from Jawaharlal Nehru University in 2013.

Q: Did you have any professional experience before joining the MIS graduate program?

I pursued a degree in technology during which I attended seminars, workshops and certification courses related to .NET. I have worked on two projects based on JAVA prior to joining the graduate program. The first one was about automating the administrative processes in Super Specialty hospitals and the other was about mitigating the risks to MANETs.

Q: What prompted you to choose NIU's MIS graduate program?

During my undergraduate course of study, I learned about many development tools and their functionality like JAVA, .NET, MYSQL, C, and C++. By the end of the courses, I developed a desire to learn how these technologies would solve business problems. I found the whole process extremely intriguing and challenging. I want to be able to use technology to manage the resources of a company. Hence, I embarked on the journey to pursue a degree in Management Information Systems. The curriculum for the MIS program at NIU serves as the perfect package with a combination of technology and management courses.

Q: Do you have an internship?

No, but I think I am all set to put my theoretical knowledge to work in the real world. I am looking forward to an internship during the fall semester.

Q: What are some things you enjoy doing in your free time?

During my free time, I like to disconnect myself from everything routine. Put my jogging shoes on, run and walk to place by a stream of water, watch the night fall, listen to my favorite music and connect with my creator.

SAP TERP10

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Alliances Program took the certification exam and 69% of those students passed.

It was a successful event for the OM&IS Department. In particular, for

those who attended every class in the two-week workshop, only one student failed the certification exam. Dr. Andrew Setterstrom, assistant professor of MIS, served as the workshop instructor. He will teach this workshop again Summer 2016. Congratulations to Dr. Setter-

strom for the great results from this first offering in 2015! For more SAP TERP10 workshop information, please contact Dr. Andrew Setterstrom at asetterstrom@niu.edu.



Q: Is there anything else you want us to highlight about you?

When I become an alumni of NIU, I want to support my department because it helped me learn and grow so much. I am not afraid of taking risks in decisions related to technology. Using new methods of technology and embracing changes give me a sense of empowerment.

Alumnus Paul Berkes (BS May 2009 & MBA May 2015) on his current job and the OM&IS program



Paul Berkes

Q: What is the company you currently work for and how long have you been there?

I currently work for UniCarriers Americas Corporation (Formerly Nissan Forklift Corp.) and I've been at UCA full-time since the spring of 2009.

Q: How did you find this job opportunity?

At the NIU job fair! I actually wasn't able to make it to the internship fair but my awesome advisor told me to go to the job fair anyway. I was able to set up several interviews for internships at the job fair including the one I accepted from UCA, which turned into a full-time position as a Supply-Chain Analyst after graduation.

Q: Briefly describe your job duties and responsibilities?

I manage the purchasing department, which handles all buying activities for our North American headquarters in Marengo IL. I have a staff of nine buyers, planners, and supply chain analysts who manage over \$250 million in annual inventory spend each year from a supply base that spans 15 different countries and more than 300 different suppliers.

Q: What do you enjoy most about your job?

I love that my job is different every day. Each day poses a new challenge and a new opportunity to make improvements in how we manage our supply chain. I also love working close to the manufacturing operation that we help support because it gives you an opportunity to see your results in action immediately.

Q: How did your education in the OM&IS program prepare you for your job?

I utilize my OM&IS education every day at work. This is not an exaggeration! I had the distinct pleasure of finding an opportunity that fit perfectly with the curriculum that the OM&IS department offers. It cannot be understated how much of an advantage this gives you when you step into an operations or IS role straight out of college. Being able to apply what you've just learned in the classroom to your daily work activities is a luxury that few people find themselves in and I've found has been one of the biggest factors in helping me to move up quickly within our organization.

Q: What advice would you give to current OM&IS students?

Get an internship! It's the best way to vet out a potential employer to see if they're a good fit for you and the only way of truly getting a good understanding of the culture of the organization. Always remember that you're the one interviewing the employer not the other way around.

Participate in as many student organizations as possible and take advantage of study abroad opportunities. Employers care a lot less about GPA than seeing that you're actively involved in extracurricular activities. Study abroad opportunities are also a lot cheaper than you might think when you factor in the cost of tuition you get credit for and the number of scholarships available for students interested in going on study abroad trips.

professionals, of approximately 80,000 members, dedicated to the advancement and promotion of quality tools, principles and practices in the workplace.

Scholarship and Award Winners

The OM&IS Department awarded a total of \$51,000 scholarships on April 24, 2015 during the OM&IS Spring Banquet. The generous scholarship sponsors and recipients are:

- Allstate Scholarship** - Mohammed Wahaj
- Dave Ficken Family Scholarship** - Guru Prasad Y. Bondala
- Deutsch Family Scholarship** - Lauren Costello and Meiby Cuesta
- DreamsWorks Scholarship** - Qi Zhang
- Dr. Kathleen McFadden Excellence Scholarship** - Jaleel Savoy
- Godambe Family Scholarship** - Austin Brooks
- Excelling Education Scholarship** - Nicholas Cepeda
- Information Integrity Coalition Scholarship** - Sandeep Inangati
- Jeffrey Burton Lollar Memorial Scholarship** - Nicholas Cepeda
- Knaack-Werner OM&IS Scholarship** - Anthony Ristich
- Marchewka Family Scholarship** - Chethana Pulikallu
- Marian E. Millington Scholarship for the Advancement of Women in Information Technology** - Yuting Shi, Rachel Shoemaker, Carly Steffen and Sarah Stickney
- Matthew L. Johnson Memorial Scholarship** - Jevonte Marshall and Marty Barrett
- McKesson Scholarship** - Anthony Ristich and Curtis Orndorf
- Microsoft Scholarship** - Chakradhar Yedurupaka
- Nathan Griffin Family Scholarship** - Gerald Evans
- OM&IS Executive Advisory Council Scholarship** - Jacinth Gajjala
- OM&IS Faculty Scholarship** - Leeba Phillip
- OM&IS Leadership Award** - Ethan Urborg
- OM&IS Leadership (Schoenbachler Family) Scholarship** - Sushanth Sane
- OM&IS Student Excellence (Liu Family) Scholarship** - Tingkai Liu
- OM&IS Excellence (Towell Family) Scholarship** - Jaleel Savoy
- Paytuvi Family Scholarship** - Sergio Flores
- Dr. Richard Born OM&IS Electives Scholarship** - Chen Geng
- Stanley Lipien and James Mailander Scholarship** - Preston Mitchell
- Target SAP Scholarship** - Jose Arteaga, Craig Osikowicz, Troy Swanson, and Austin Urbanski
- TSI - Transforming.com OM&IS Scholarship** - Faiza Aslam
- William and Eileen Breitzke Endowed Scholarship** - Ruiz Aseron and Devin Stompanato

Research

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Quality is a global community of quality

Dudek Named Outstanding Alumnus

The OM&IS Department presented the 2015 Outstanding Alumnus Award to Mr. Kevin Dudek for his professional and outstanding service to the department. Kevin graduated from the OM&IS undergraduate program in May 2001.

After his graduation, Kevin worked at TransUnion as an Associate Customer Support Analyst. At TransUnion, he had been a

Director of Business Operations in the Batch Credit Services Department for more than twelve years, responsible for leading overall migration of Batch Credit Service processing from mainframe to open systems technologies.

Kevin now serves as Principal of Sales Strategy and Operations at TransUnion. Kevin always looks for ways to help

OM&IS students. In particular, he has been actively participating in the OM&IS Meet the Firm event for the past six years, recruiting our students to fill internships and full-time positions at TransUnion.

He is an active member of the OM&IS Executive Advisory Council, sharing his time, energy, insights, and experience with our faculty and students.



Kevin Dudek

New Faculty

Assistant Professor Akshay Bhagwatwar earned a doctorate in Information System from Indiana University's Kelley School of Business in 2015. Prior to that, he completed his Master of Science degree from the University of Washington, Seattle and

his Bachelor of Engineering degree from the University of Mumbai, India.

His areas of research interest include technology-mediated collaboration, specifically in the area of enterprise social media and virtual environments, IT service management, IT adoption, and public sector information systems. His research has been published in several top-tier journals including *Journal of Management Information Systems*, *Public Administration Review*, *Communication of the Association for Information Systems*, and other journals in the information systems discipline.

Prior to joining NIU, Dr. Bhagwatwar has also worked in the IT risk consulting and software engineering domains in various firms.



Akshay Bhagwatwar

Faculty recognized for excellence at the OM&IS Award Banquet



Outstanding Faculty Research Award
Dr. Yipeng Liu



Graduate Faculty Teaching Award
Dr. Nancy L. Russo



Excellence in Undergraduate Teaching Award
Dr. Brian Mackie



Excellence in Undergraduate Instruction Award
Dr. Brian Bender

OM&IS Calendar

Fall 2015 OM&IS Open House

Wednesday October 7 from 11:30 a.m. to 1:30 p.m.
Barsema Hall 328

Master of Science in Management Information Systems (MIS) Informational Sessions

Monday, November 2 and Tuesday November 3 from 4:30 p.m. to 5:00 p.m. Barsema Hall 340



Undergraduate Faculty Teaching Award
Dr. Chuck Downing



Outstand Faculty Service Award
Drs. Jack Marchewka and Brian Mackie