

## **Dr. Degan Kettles**

Associate Teaching Professor  
Department of Information Systems  
Brigham Young University  
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### ***Education***

Ph D, Arizona State University, 2012.

Major: Business

Supporting Areas of Emphasis: Information Systems

Dissertation Title: Knowledge Sharing via Social Networking Platforms in Organizations

BA, Brigham Young University, 1999.

Major: Communications

Supporting Areas of Emphasis: Public Relations

### ***Academic and Professional Positions***

#### **Academic**

Associate Teaching Professor, Department of Information Systems, Marriott School of Business, Brigham Young University. (July 3, 2017 – present).

Assistant Professor, ISOM Department, College of Business, University of Central Oklahoma. (August 6, 2012 – May 2017).

Research Assistant, Department of Information Systems, Arizona State. (August 1, 2010 - May 1, 2012).

Instructor, Department of Information Systems, Arizona State. (June 1, 2010 - August 1, 2011).

Research Assistant, Department of Biomedical Informatics, Arizona State University. (August 1, 2008 - August 1, 2010).

Research Assistant, Office of VP for Research and Economic Affairs, Arizona State University. (August 1, 2007 - August 1, 2008).

#### **Professional**

Owner, Dr Degan LLC. (August 1, 2007 - Present).

Application Development Manager, MyEbiz, Lehi, UT. (August 1, 2004 - July 1, 2007).

Software Developer, Sybase (Financial Fusion). (August 1, 2003 - August 1, 2004).

President, Enterprise Consulting Group. (1997-2003).

Software Developer, Excite@Home. (1999).

IS Audit Intern, Ernst and Young. (Summer 1999).

## ***Licensures and Certifications***

AWS Certified Developer - Associate (2020)

AWS Solutions Architect - Associate (2019)

AWS Cloud Practitioner (2019)

Adobe Certified Developer

Brainbench Certified Java 1 Programmer

Microsoft Networking Certification

Sun Certified Java Programmer

Teradata Certified Professional (2012)

## ***Development Activities Attended***

"Preparing for the 3<sup>rd</sup> Year Review." Provo, UT. (Nov 11, 2020).

"Session for PreCFS: Student Comment Classification System." Provo, UT. (Sep 24, 2020)

"Teaching with ROCA." Provo, UT. (Oct 16, 2019).

"CFS Luncheon: Constructively Responding to Student Evaluations." Provo, UT. (Sep 19, 2018).

"Spring Seminar". Provo, UT. (May 7-11, 2018).

"Faculty Center: Innovative Teaching Showcase". Provo, UT. (March 27, 2018).

"The 17th Annual Collegium on College Teaching Practice." Edmond, OK. (August 17, 2016).

Workshop, "Applied Analytics Using SAS Enterprise Miner," SAS, Fullerton, California. (June 8, 2016).

Conference Attendance, "Business Analytics Congress (ICIS)," AIS. (December 12, 2015 - December 13, 2015).

Workshop, "Advanced Business Analytics," SAS, Cary, NC. (July 27, 2015 - August 1, 2015).

Seminar, "SAS Analytics Day," SAS, Stillwater, OK. (May 1, 2015).

Conference Attendance, "Big Data Conference," Oklahoma State University, Oklahoma City, Oklahoma. (April 7, 2015).

Seminar, "Teaching Effectiveness Seminar," AACSB. (November 14, 2014).

"The 15th Annual Collegium on College Teaching Practice," Edmond, OK. (August 13, 2014).

Workshop, "Introduction to SAP ERP using GBI," Chico, CA. (June 9, 2014 - June 12, 2014).

College Collegium, "The 14th Annual Collegium on College Teaching Practice," UCO, Edmond, OK. (August 14, 2013).

Workshop, "Cooperative Learning Workshop Mini-Series," CETL, Edmond, OK. (April 15, 2013 - April 17, 2013).

Workshop, "eLearning Facilitation Workshop," Center for eLearning and Continuing Education, Edmond, OK. (October 30, 2012 - December 11, 2012).

The 13th Annual Collegium on College Teaching Practice, "The 13th Annual Collegium on College Teaching Practice," UCO, Edmond, OK, USA. (August 15, 2012).

Workshop, "Transformative Outcomes in Your Course," UCO, Edmond, OK, USA. (August 7, 2012 - August 9, 2012).

## ***TEACHING***

### ***Teaching Experience***

#### **Brigham Young University**

IS 201, Introduction to IS, 1 section.  
IS 303, Introduction to Computer Programming, 6 sections.  
IS 401, Systems Analysis and Design, 6 sections.  
IS 404, Data Communications, 6 sections.  
IS 531, Enterprise Infrastructure, 19 sections.  
IS 550, MISM Capstone Introduction, 4 sections.  
IS 582, IT Strategy and Leadership, 4 sections.  
IS 590R, Advanced Serverless Infrastructure, 2 sections.

#### **University of Central Oklahoma**

BADM 5205, Managing Bus Proc W/Info Tech, 5 sections.  
MSBA 5314 Applied Analytics (Data Mining), 1 section.  
ISOM 3263, Management Information Systems, 13 sections.  
ISOM 4163, Bus Systems Analysis & Design, 5 sections.  
ISOM 4910, Mobile App Programming for Bus, 2 sections.  
ISOM 3323, Business Analytics, 5 sections.

### ***Directed Student Learning (BYU)***

Independent Study [AWS Certification], Fall 2019, Ching Ching Tong  
Independent Study [AWS Certification], Fall 2019, Jesse Nelson  
Independent Study [AWS Certification], Fall 2019, Kolby Beck  
Independent Study [AWS Certification], Winter 2020, Brittany Rowe  
Independent Study [AWS Certification], Winter 2020, Mitchell Sotto  
Independent Study [AWS Certification], Winter 2020, Taylor King  
Independent Study [Functional Programming], Winter 2020, Davis Busteed  
Independent Study [Functional Programming], Winter 2020, Kyle Gill  
Independent Study [Unity Games Creation], Winter 2020, Matthew Hamilton and Peter Garrow  
Capstone Project, Fall 2019-Winter 2020, Nicole Carlson, Justin Wride, Christian Moore  
Capstone Project, Fall 2019-Winter 2020, Alex Zwilingi, Gabriel Christensen, Brooke Baker  
Independent Study [E-Commerce], Fall 2020, Stefan Bradley

Independent Study [Intermediate React], Winter 2021, Conner Paulson  
Independent Study [Online Marketing], Winter 2022, Kent Broadbent  
Independent Study [AWS Certification], Winter 2022, Chenhan Yang  
Independent Study [AWS Certification], Winter 2022, Isaac Dayley  
Independent Study [AWS Certification], Winter 2022, Ryan Frisch  
Independent Study [AWS Certification], Fall 2022, Brennan Williams  
Independent Study [AWS Certification], Fall 2022, Carter Beck  
Independent Study [AWS Certification], Fall 2022, Cameron Keetch  
Independent Study [AWS Certification], Fall 2022, Curtis Parker  
Independent Study [Snowflake Certification], Fall 2022, Tyler Bartholomew  
Independent Study [AWS Developer Certification], Fall 2022, Adam Neumiller  
Independent Study [AWS Developer Certification], Fall 2022, Tate Wilks  
Independent Study [AWS Serverless Project], Fall 2022, Elijah Allen  
Independent Study [AWS DevOps Project], Fall 2022, Justin Lawrence  
Independent Study [Azure Certification], Fall 2022, Jenna Weller  
Independent Study [AWS Certification], Spring 2022, Samantha Berg  
Independent Study [CISSP Certification], Spring 2022, Dallin Bentley  
Independent Study [Azure Certification], Winter 2022, Levi Thorpe  
Independent Study [Advanced DevOps], Winter 2022, Joseph Steed  
Independent Study [Qualtrics], Winter 2022, Max Baer  
Capstone Project, Winter 2022, Eric Crookshank, Nathan Milligan, Matthew Gardner, Landon Williams  
Independent Study [Azure Certification], Winter 2023, Shad Baird  
Independent Study [AWS Certification], Winter 2023, Elijah McKay  
Independent Study [AWS Certification], Winter 2023, James Grayson  
Independent Study [AWS SysOps Certification], Winter 2023, Adam Neumiller  
Independent Study [Kubernetes], Winter 2023, Curtis Parker  
Capstone Project [Cost Comprehender], Winter 2023, Adam Muray, Adam Neumiller, Sangyoon Koo, Anthony Sharp  
Capstone Project [Cloud Watchdog], Winter 2023, Carter Beck, Parker Mecham, Benjamin Sierra  
Capstone Project [Houston Food Bank], Winter 2023, Chandler Taylor, Taylor Anderson, William Dixon  
Capstone Project [ChurnRx], Winter 2023, Chandler Bruce, Lauren Daines, Chen Han Yang, Micah Pixton  
Independent Study [AWS Data Analytics Certification], Winter 2023, Benjamin Sierra  
Independent Study [AWS Data Analytics Certification], Winter 2023, Carter Beck  
Independent Study [AWS Project], Winter 2023, McKay Moulton  
Independent Study [Azure DevOps Certification], Winter 2023, Shad Baird  
Independent Study [AWS Workshops], Winter 2023, Wells Bunker  
Independent Study [AWS SA Certification], Spring 2023, Abbie Luper  
Independent Study [AWS SA Certification], Spring 2023, Spencer Harrison  
Independent Study [Azure Certification], Spring 2023, Tyler Herd  
Independent Study [Azure Certification], Fall 2023, Brennan Williams  
Independent Study [AWS Pro Certification], Fall 2023, Solomon Berry  
Independent Study [AWS SA Certification], Fall 2023, Zach Barton  
Independent Study [AWS SA Certification], Fall 2023, Sawyer Halverson  
Independent Study [AWS SA Certification], Fall 2023, Noelia Root  
Independent Study [AWS SysOps Certification], Fall 2023, Abbie Luper

## ***Directed Student Learning (UCO)***

Internship, Summer 2016, Brandon M. Stanfill.  
Internship, Summer 2016, Ashley Griggs.  
Independent Study, Spring 2016, Wesley B. Coats.  
Internship, Summer 2015, Kenneth D. Walker.  
Internship, Summer 2015, Zachary M. Hammett.  
Independent Study, Summer 2015, Zakria A. Hamdi.  
Independent Study/Research, "Using Systems Analysis Skills to Design Mobile Applications: The Problem of Food Waste at Capers Buffet," Summer 2013, Brooks A. Ait Ahmed.

## **RESEARCH**

### ***Published Intellectual Contributions***

#### **Refereed Journal Articles**

- Richardson, B., Kettles, D. J., Mazzola, D., & Li, H. (2024). Career Trajectory Analysis of Fortune 500 CIOs: A LinkedIn Perspective. *Communications of the Association for Information Systems*, 55. <https://doi.org/10.17705/1cais.05525>
- Kettles, D. J., Mazzola, D., & Richardson, B. (2024). The Path to Becoming a Fortune 500 CIO. *MIS Quarterly Executive*, 23(2). <https://aisel.aisnet.org/misqe/vol23/iss2/8>
- Richardson, B., Kettles, D., Brown, L. (2023). Adaptive Tech in Crisis: A Case Study on Low-Code and SaaS Technologies for Digital Transformation. *Journal of Research in Business Information Systems*, 16.
- Richardson, B., Kettles, D., Brown, L. (2023). From Crisis to Cloud: Insights from a Crisis-Driven Digital Transformation using CCAAS. *Journal of Research in Business Information Systems*, 16.
- Kettles, D. (2019). Data Visualization Adoption: A Framework and Case Study. *Journal of Research in Business Information Systems*, 11.
- Kettles, D., St. Louis, R., Steinbart, P. J. (2017). An Experimental Investigation of the Individual and Joint Effects of Financial and Non-financial Incentives on Knowledge Sharing. *Communications of the Association for Information Systems*, 41(2017).
- Kettles, D. (2017). Customer Relationship Management A Model for Small Business Development Centers. *Journal of Research in Business Information Systems*, 10.
- Kettles, D. (2016). Search Engines: The Lynchpins of the Digital World. *International Journal of Accounting Information Science and Leadership*, 9(23).
- Kettles, D. (2015). Teaching Business Students Mobile Application Development. *Journal of Applied Global Research*, 7(20).

Kettles, D., Lu, L. (2014). International Differences In Trust In E-Commerce Settings. *International Journal of Accounting Information Science and Leadership*, 7(20).

Lowry, P. B., Wells, T., Moody, G., Humphreys, S., Kettles, D. (2005). Online Payment Gateways Used to Facilitate E-commerce Transactions and Improve Risk Management. *Communications of the Association for Information Systems*, 17(6).

### Conference Proceedings

Forthcoming: ICIS Panel 2024, Bangkok, Thailand.

Sumner, M., Kettles, D. J., Mazzola, D., & Norwood, D. (2024, January 1). A Principal-Agent Theory Perspective for Real-World MIS Projects. *30th Americas Conference on Information Systems, AMCIS 2024*. [https://api.elsevier.com/content/abstract/scopus\\_id/85213052287](https://api.elsevier.com/content/abstract/scopus_id/85213052287)

Sumner, M., Kettles, D. J., Van Slyke, C., Ferran, C., & Raisinghani, M. (2024, January 1). Panel: Bridging the Gap between Teaching, Research and Practice: SIM Opportunities. *30th Americas Conference on Information Systems, AMCIS 2024*. [https://api.elsevier.com/content/abstract/scopus\\_id/85213070019](https://api.elsevier.com/content/abstract/scopus_id/85213070019)

Sumner, M., Norwood, D., Kettles, D. J., Mazzola, D., & Jain, R. (2024, January 1). Problem-Based Learning Projects in the MIS Program. *30th Americas Conference on Information Systems, AMCIS 2024*. [https://api.elsevier.com/content/abstract/scopus\\_id/85213031761](https://api.elsevier.com/content/abstract/scopus_id/85213031761)

Chandler, C., Berthelsen, R., Dean, L., Keith, M. J., Schuetzler, R. M., Kettles, D. J., & Anderson, G. S. (2024, January). How Can Chatbots Improve the Gender Gap in Information Systems?. *Hawaii International Conference on System Sciences*. <https://hdl.handle.net/10125/107248>

Richardson, B., Kettles, D. J., & Mazzola, D. (2023, June 1). Charting a Course to the Top: Insights from the Fortune 500 CIOs and How They Differ from Other C-Suite Executives. *SIGMIS-CPR 2023 - Proceedings of the 2023 Computers and People Research Conference on Preparing IT Workforce for New Organizational and Societal Challenges*. <https://doi.org/10.1145/3579168.3632730>

Kettles, D. J., Mazzola, D., Sumner, M., & Raisinghani, M. (2023, June 1). Key Success Factors for "Real World" Projects: A Principal-Agency Theory Perspective: ACM SIGMIS Computers and People Research 2023. *SIGMIS-CPR 2023 - Proceedings of the 2023 Computers and People Research Conference on Preparing IT Workforce for New Organizational and Societal Challenges*. <https://doi.org/10.1145/3579168.3632736>

Kettles, D. J., Mazzola, D., Raisinghani, M., Sumner, M., & Wu, W. (2023, June 1). Panel: "Real-world" Projects: Success Factors, Lessons Learned and Best Practices. *SIGMIS-CPR 2023 - Proceedings of the 2023 Computers and People Research Conference on Preparing IT Workforce for New Organizational and Societal Challenges*. <https://doi.org/10.1145/3579168.3632632>

Richardson, B., Kettles, D., Brown, L. (2023). Crisis as a Catalyst: Enabling Digital Transformation Using Low-code and SaaS Technologies. Houston, TX. Association of Business Information Systems.

Richardson, B., Kettles, D., Brown, L. (2023). Crisis-Driven Digital Transformation: Leveraging Cloud-based Contact Center as a Service. Houston, TX. Association of Business Information Systems.

- Leavitt, C., Corbin, M., Keith, M., Schuetzler, R., Anderson, G. & Kettles, D. (2022). *A Chatbot Tutor Can Lessen the Gender Confidence Gap in Information Systems Learning*. (HICSS-55), 2022.
- Leavitt, C., Corbin, M., Keith, M., Kettles, D., Schuetzler, R., & Anderson, G. (2021). *The Effect of Help Seeking on Creative Self-Efficacy of IS Students*. AMCIS.
- Corbin, M., Leavitt, C., Kettles, D., & Anderson, G. (2021). *Experiential Learning Through a Week Long Information Systems Case Study*. in Proceedings of the 54th Hawaii International Conference on Systems Science (HICSS-54), 2021.
- Kettles, D., Kulkarni, U., Mazzola, D., & St Louis, R. (2017). *Overcoming Challenges to Effective Application of IT Research Results: A Framework for Encapsulating the Context and Findings of Research Studies*. (HICSS-50), 2017.
- Kettles, D., Ahmed, B. A. (2014). *Using Systems Analysis Skills to Design Mobile Applications: The Problem of Food Waste at Capers Buffet* (2014th ed.). Dallas, TX: Association of Business Information Systems.
- Kettles, D., David, J. S. (2008). *The Business Value of Social Network Technologies: A Framework for Identifying Opportunities for Business Value and an Emerging Research Program* (vol. 2008). AMCIS.

## **Presentations Given**

- Forthcoming: ICIS Panel 2024, Bangkok, Thailand.
- Sumner, M., Kettles, D., Van Slyke, C., Ferran, C., & Raisinghani, M. America's Conference on Information Systems, "Panel: Bridging the Gap between Teaching, Research and Practice," Salt Lake City, UT. (2024).
- Sumner, M., Kettles, D., Mazzola, M & Norwood, D. America's Conference on Information Systems, "A Principal-Agent Theory Perspective for Real-World MIS Projects," Salt Lake City, UT. (2024).
- Sumner, M., Norwood, D., Kettles, D., Mazzola, M. & Jain, R. America's Conference on Information Systems, "Problem-Based Learning Projects in the MIS Program," Salt Lake City, UT. (2024).
- Richardson, B., Brown, L., & Kettles D. Pre-ICIS Workshop. "Facilitating Digital Transformation as a Response to Operational Crises for Organizations Using Low-code and SaaS Technologies," ICIS, Austin, TX. (December 2021).
- Brown, L., Richardson B., & Kettles D. Pre-ICIS Workshop. "Using Contact Center as a Service Technology in the Financial Sector," ICIS, Austin, TX. (December 2021).
- Kettles, D., Federation of Business Disciplines, "Data Visualization Adoption at Life.Church: A Case study," ABIS, Albuquerque, NM. (March 10, 2018).
- Kettles, D., Dickson, W, Federation of Business Disciplines, "A Framework for Understanding and Controlling Trust-based Vulnerabilities that Lead to Sensitive Information Disclosure in Online Communication," ABIS, Little Rock, AR. (March 9, 2017).

- Kettles, D., Alexander, C., Federation of Business Disciplines, "Customer Relationship Management: A Model for Small Business Development Centers," ABIS, Oklahoma City. (March 11, 2016).
- Kettles, D., Federation of Business Disciplines, "Search: The Lynchpins of the Digital World," ABIS, Oklahoma City. (March 11, 2016).
- Kettles, D. (Presenter & Author), Intellectbase International Consortium, "Teaching Business Students Mobile Application Development," Atlanta, Georgia. (October 17, 2014).
- Kettles, D., Research for Breakfast, "Using Students in Research," UCO College of Business, Edmond, OK. (March 28, 2014).
- Kettles, D. (Author Only), Ahmed, B. A. (Presenter & Author), Federation of Business Disciplines/ABIS, "Using Systems Analysis Skills to Design Mobile Applications: The Problem of Food Waste at Capers Buffet," Dallas, TX. (March 14, 2014).
- Kettles, D. (Presenter & Author), Intellectbase International Consortium, "International Differences in Trust in e-Commerce Settings," Las Vegas, Nevada. (December 19, 2013).
- Kettles, D., Research for Breakfast, "International Trust in e-Commerce Websites," UCO College of Business, Edmond, OK. (March 29, 2013).
- Kettles, D., SIG-IS Cognitive Research Exchange Workshop (Pre-ICIS), "Motivating the Reluctant to Share Knowledge in Online Communities," ICIS, St. Louis, Missouri, December. (2010).
- Kettles, D., Information Systems Department Research Workshop, "Characteristics Of Users And Groups That Share Knowledge: Voluntary Use Of Social Networking Websites In Organizations," Arizona State University, Tempe, AZ. (September 2009).
- Kettles, D., America's Conference on Information Systems, "The Business Value of Social Network Technologies: A Framework for Identifying Opportunities for Business Value and an Emerging Research Program," Toronto Canada. (2008).

## **Books**

- Kettles, Degan. *Cloud Computing with Amazon Web Services*. My Educator, 2022.
- Kettles, D. (2021). Decision-Based Learning in an Information Systems Course. In *Decision-Based-Learning: An Innovative Pedagogy that Unpacks Expert Knowledge for the Novice Learner*. Emerald Publishing Limited.
- Kettles, Degan. *Systems Analysis and Design*. My Educator, 2020.

## **SERVICE (BYU)**

### **Department Service**

MISM Coordinator Tech Leadership Track (2023 – present)



IS Rank and Status Council (2023 – 2024)  
Alumni Council (2023 – present)  
Peer Evaluation Council (2022 – present)  
BSIS Admissions Council (2022 – present)  
ISD Socials Council (2022 – present)  
MISM Exit Interviewer (2018 – present)  
Student Recruiting Council (2022 – present)  
INTEX Judging (Annual)  
Meetings with IS Program Recruiters (Annual)  
Meetings with Advisory Board Members (Annual)  
Attendee Faculty Search Meetings and Interviews (Annual)  
Core Coordinator (2019-2020)  
Core Admissions Committee (2021)  
Competition Coordinator (2019-2023)  
ISD Social Director (September 2017 - 2019)  
MISM Admissions Committee (2018 - 2020)  
DreamSpark Administrator (2018-2020)  
Lab Administrator (2017-2023)

## ***University Service***

Marriott School Academic Scheduler (2023-present)  
AWS Central Point of Contact (Academy Administrator) (2020-present)  
Minecraft Club Advisor (2020-2023)

## ***Public Service***

Past President (active role), Federation of Business Disciplines. (2023-2024)  
President, Federation of Business Disciplines (Over 700 active members). (2022-2023)  
VP/Program Chair, Federation of Business Disciplines (Over 600 active members). (2020-2022)  
VP/Incoming Program Chair, Federation of Business Disciplines. (2019-2020)

Workshops Chair, AMCIS, Salt Lake City, 2020.

Past President, Association for Business Information Systems. (2019 – 2020).

President, Association for Business Information Systems. (2018 – 2019).

Vice President, Association for Business Information Systems. (2017 – 2018).

Secretary, Association for Business Information Systems. (2016 - 2017).

Reviewer, Association for Business Information Systems. (2014 – Present).

LDS Church Oklahoma City Technology Specialist, Oklahoma City, OK. (September 1, 2012 - 2017).

Session Chair, Intellectbase Academic Conference, Las Vegas, Nevada. (December 2013).

## ***SERVICE (UCO)***

### ***Department Service***

Course Coordinator ISOM 3323. (August 2016 - 2017).

Committee Chair, Screening Committee. (2016 - 2017).

Task Force Lead, Analytics Course Development. (July 2014 - 2017).

Course Coordinator ISOM 4163, Course Coordinator ISOM 4163. (2013 - 2017).

ISOM Department Library Liaison. (October 1, 2012 - 2017).

Committee Member, Screening Committee. (2016).

Course Coordinator ISOM 3263. (2013).

Committee Member, Screening Committee. (2013).

### ***College Service***

Committee Member, AACSB Standard 8 Self-Evaluation Report Team. (November 2015 - 2017).

Committee Member, COB Departmental Structure Task Force. (November 11, 2015 - February 2016).

Committee Member, Honors and Awards. (February 14, 2013 - May 15, 2015).

Committee Member, MBA SSCI Task Force. (August 21, 2014).

Committee Member, AACSB Gap Committee. (2013).

## ***University Service***

Mentor, Office of Diversity and Inclusion. (2015 - 2016).

Committee Member, University Academic Affairs Counsel. (2014 - 2017).

Committee Member, OIT Portal Task Force. (2014 - 2016).

Task Force Member, Office of Information Technology File Sharing Focus Group. (February 29, 2016 - June 6, 2016).

Committee Chair, University Academic Affairs Counsel. (September 2015 - May 2016).