

John F. Tripp, Jr.

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Education:

Ph.D. Information Technology Management (Minor in Organizational Studies), The Eli Broad Graduate School of Management, Michigan State University (2012)

Dissertation Title: "Impacts of Agile Method Adoption & Use on Project Success: A Contingency View"
Committee: V. Sambamurthy (Chair), Brian Pentland, Roger Calantone, John Wagner

Masters of Business Administration, The Eli Broad Graduate School of Management, (2005)

Master of Music, The Shepherd School of Music, Rice University (1993)

Bachelor of Music, The Cleveland Institute of Music (1991)

Academic Employment

August 2012 to present: Assistant Professor, Baylor University

August 2007 to August 2012: Teaching/Research Assistant, Michigan State University

Scholarly/Creative Activity

Refereed Conference Proceedings

Tripp, J., Riemenschneider, C., "Toward an Understanding of Job Satisfaction on Agile Teams: Agile Development as Work Redesign" *Proceedings of the Hawaii International Conference on Information Systems* (2014)

In this study, we use the lens of Hackman & Oldham's job characteristics model to motivate a theory of motivation and satisfaction amongst agile development teams. We propose that agile teams are, in fact, redesigning work in the very way that Hackman & Oldham propose will increase job perceptions, and lead to greater job satisfaction. We report the initial results of a research-in-progress study. Using a quantitative survey of 104 software professionals, we test the theory and find preliminary support for our model and hypotheses.

Tripp, J., Armstrong, D., "Exploring the Relationship Between Organizational Adoption Motives and the Tailoring of Agile Methods" *Proceedings of the Hawaii International Conference on Information Systems* (2014)

Advocates of agile information systems development methods originally called for implementation of the method in full – either perform all of the method's practices, or don't call it "agile". Over time this quest for orthodoxy was replaced by the pragmatic tailoring of agile methods to the organization's environment. However, little empirical research has investigated the forces that impact the manner in which agile methods are tailored. This article describes an exploratory study that investigates the relationships between the motives for adopting agile methods, and the agile practices adopted.

Schmidt, C., Tripp, J., Kude, T., Heinzl, A., Spohrer, K., "Team Adaptability in Agile Information Systems Development" *Proceedings of the International Conference on Information Systems* (2013)

While agile development methods have enjoyed widespread adoption, literature has lagged behind in the development of theory to explain its impact on team performance. In this paper, we develop a theoretical model to explain the impact of agile software development on the performance of information systems development (ISD) teams. This research project intends to quantitatively test the model using data from professional software developers.

Lankton, N., Tripp, J., "A Quantitative and Qualitative Study of Facebook Privacy using the Antecedent-Privacy Concern-Outcome Macro Model" *Proceedings of the Americas Conference on Information Systems* (2013)

Tripp, J., McKnight, H., Lankton, N., "Degrees of Humanness in Technology: What type of trust matters?" *Proceedings of the Americas Conference on Information Systems* (2011)

This paper is the first to compare the predictiveness of two competing scales of Trust in Technology. It utilizes a new conceptualization of the "humanness" of technology to theorize as to the formation of different trust perceptions of technology.

McKnight, H., Lankton, N., Tripp, J., "Social Networking Information Disclosure and Continuance Intention: A Disconnect", *Proceedings of the 44th Annual Hawaii Conference on Systems Science* (2011)

This paper illustrates the dissonance between users' disclosure and continuance intention on social networking platforms. It contradicts previous literature that argues that the need for higher disclosure in other online contexts such as e-commerce may lead to lower continuance intention.

Wimble, M., Tripp, J., Hillison, D., and Pentland, B., "Want Pudding? An Analytic Model of the Benefits and Constraints of Process Standardization in Services" *Proceedings of the International Conference on Information Systems* (2010)

This article illustrates the costs and benefits of process standardization from a mathematical perspective. Most prior literature argues about the benefits of process standardization, while this model argues that there is a corresponding tradeoff in costs. As such, it helps to harmonize the predominant literature that focuses on the benefits with the less common costs literature. It is the first paper to consider both costs and benefits in a single analytical model.

Wimble, M., Tripp, J., Phillips, B., and Sambamurthy, V., 2009, "The Moderating Role of Search Costs on Long Tail Effects", the Fifth Symposium on Statistical Challenges in Electronic Commerce Research (SCECR), Carnegie Mellon University, Pittsburgh, PA, May 30-31, 2009

This paper illustrates the impact of search costs on the purchase of low sales-rank items. We find that users with high-speed internet connections perform more search related activity, and purchase more lower-ranked items than users with dial-up access.

Wimble, M., Tripp, J., Hillison, D., and Pentland, B., "You Can Have Your Pudding: A Service-Oriented Approach to Process Standardization" *Proceedings of the Americas Conference on Information Systems* (2009)

This paper was an earlier version of the ICIS paper noted above.

Tripp, J., "Transformative Nature of Strategic IT Vision", Proceedings of the 3rd Annual Midwest Association for Information Systems Conference (MWAIS), Eau Claire, WI, May 23rd-24th, 2008

This theory paper argues that there is an industry-level effect for the types of strategic IT moves that would predominate within an industry.

Submitted Research Under Review

Lankton, N., Tripp, J., McKnight, D.H., "Understanding the Complexity of Facebook Privacy Management: Should I Control Access, Censor Content, or Refuse Friend Requests?"

This paper draws on the recently codified APCO model of privacy (Smith, et al., 2011) to motivate and test a model of privacy in the online social networking context. Further, it extends and focuses the APCO model for the OSN context by applying Communication Privacy Management theory. Of importance to IS research, we show that the way users set rules and manage their privacy boundaries depends on their privacy perceptions and leads to their post-usage outcomes and continuance intention. We also find that users employ different portfolios of privacy management strategies in the OSN context. This research not only connects CPM privacy management strategies with intentions to continue using OSN, it creates opportunities for future research to explore OSN privacy and its complexities.

Hansen, S., Tripp, J. "Embracing the "Only Constant": Openness to Change in Agile Development Environments"

This paper uses the theoretical lens of distributed cognition to investigate the complex environments that agile software development teams construct in which to perform their tasks. Further, it develops a process model of distributed cognition that is presented for further testing. The authors contributed equally in performing the work of the study and this article.

Tripp, J., Lankton, N., McKnight, H., "Technology, Socialness and Trust: Rethinking Trust in Technology"

This paper motivates a theory of the predictiveness of two competing scales of Trust in Technology. It utilizes a new

conceptualization of the “humanness” of technology to theorize as to the formation of different trust perceptions of technology. It is the journal version of an earlier paper presented at AMCIS.

Wimble, M., Tripp, J., Pentland, B. "Want Pudding? An Analytic Model of the Benefits and Constraints of Process Standardization in Services

This article illustrates the costs and benefits of process standardization from a mathematical perspective. Most prior literature argues about the benefits of process standardization, while this model argues that there is a corresponding tradeoff in costs. As such, it helps to harmonize the predominant literature that focuses on the benefits with the less common costs literature. It is the first paper to consider both costs and benefits in a single analytical model. It is the journal version of the ICIS paper noted above.

Consortia & Workshops

International Conference on Information Systems (ICIS) Junior Faculty Consortium, December 2012, Orlando, Florida

International Conference on Information Systems (ICIS) PhD Consortium, December 2011, Shanghai, China

Americas Conference on Information Systems (AMCIS) PhD Consortium, August 2011, Detroit, MI

5th International Pre-ICIS Research Workshop on IT Project Management (IRWITPM), December 2010, St. Louis, MO

Academy of Management, OCIS PhD Consortium, August 2010, Montreal Canada

Big Ten Information Systems Consortium, June 2009, Indiana University

Awards

Best Reviewer Award, 7th Pre-ICIS International Research Workshop on Information Technology Project Management, Orlando, Florida, 2012

Best Reviewer Award, 6th Pre-ICIS International Research Workshop on Information Technology Project Management, Shanghai, China, 2011

Excellence in Research Award, Michigan State University Department of Accounting & Information Systems, 2011

Excellence in Teaching Award, Michigan State University Department of Accounting & Information Systems, 2009

Invited Presentations (Non-peer reviewed)

“Agile Development, Uncertainty, and the Courage Engine”, Presentation to the State of Michigan DTMB (IT) Organization, April 2012

“The Courage Engine”, Presentation to the Project Management Institute, Lansing Michigan Chapter, March 2012

Guest Lecturer on Quality and Communications Management, ACC 822 (Master’s Level Project Management Course), Michigan State University, spring 2011

Guest Lecturer on Agile Software Development and related topics, ITM 311, Analysis & Design of Information Systems, spring 2011

Guest Lecturer on Agile Software Development and related topics, ITM 311, Analysis & Design of Information Systems, fall 2011

Service to the Academic Community

Associate Editor, International Conference on Information Systems (ICIS), 2013, Milan, Italy

Associate Editor, European Conference on Information Systems (ECIS), 2013, Utrecht, Netherlands

Program Committee – Review Coordinator, International Conference on Information Systems (ICIS) 2012, Orlando, Florida

Reviewer for ICIS, AMCIS, ECIS, ACIS, MWAIS, Scandinavian Journal of IS, European Journal of IS

Non-Academic Professional Experience

Consultant (2010-2012) East Lansing, MI

Since leaving full time employment, I have worked part time as a consultant providing services ranging from agile coaching, creation of social media strategies, implementation of new website designs, and authoring of white papers, blog articles, and leading the marketing and messaging efforts of a small independent software vendor.

**Team Detroit: IT Director – Business Information Systems (2007-2010)
Dearborn, MI**

Team Detroit was created as the merger of seven companies, with about 1500 employees on three continents. I was responsible for the comprehensive and unified systems Strategy and Roadmap, designed to build both an operational and competitive advantage for the new company.

My responsibilities included management of all development activities for internal systems for the company. During my time Team Detroit, we migrated development practices to Agile Development methodology, resulting in lower cycle and delivery times, and higher throughput of team.

I championed and pushed through to completion a new Service-Oriented Architecture based custom workflow system built to integrate with PeopleSoft financials ERP system, while coordinating the integration of business processes between the workflow system and the PeopleSoft system.

Additionally, I planned the implementation and the adoption of enterprise-wide collaboration and knowledge management system, and later expanded this system to include vendor and client collaboration and knowledge management.

**J Walter Thompson: Director – Systems Development (2002-2007)
Detroit, MI**

I was responsible for the formulation and execution of system strategies supporting over 3000 users on three continents. In addition to my strategic duties, I directed the development and operational activities of a team of eight to eleven local development staff, along with additional offshore resources.

My role required constant interaction with executives, the ability to clearly define system requirements and solutions based upon disparate requirements, and the continuing need to ensure proper communication between my staff and various executive clients.

Key Milestones:

Platform Migration: Identified a necessary strategic directional shift that generated first-year savings of more than \$700,000. Recognized the synergism of multiple independent project requirements as the catalyst driving a conversion to restack from IBM and other technologies to the Oracle technology stack.

Systems Standardization: Streamlined development processes and standards, enabling the delivery of systems more quickly and with 37.5% fewer development resources. Standardized team on J2EE development, eliminating development on ASP, Access, Lotus Notes, Remedy and other development platforms, resulting in the ability to deliver higher quality solutions in a repeatable fashion.

Operational Enhancements: Reduced production bugs by more than 80% through the establishment of Project Management, Production Support and QA practices, improving customer satisfaction, and overall communication.

Production Environment Management: Implemented change management and a division of duties to place appropriate restrictions and control over the production systems environment.

Industry Recognition: Systems recognized for the exceptional business value generated. Prototype and production systems profiled in industry publications and at industry conferences. Systems recognized by key clients as productivity enhancements, earning significant innovation bonuses for JWT Detroit.

**Consultant (2000-2002)
Michigan**

Performed project leadership duties for key business process automation and improvement initiatives throughout the operational side of the client's business.

Delivered a large business process automation system in six months with a team of three developers, delivering the solution on time and on budget, and within key performance thresholds. In addition, rolled out the solution to 1000 users in a single day, through organized training and launch activities.

Implemented best practices for team, including communications planning, and rapid application development strategies.

**International Business Machines: IT Specialist (1997-2000)
Minneapolis, MN**

Designed and delivered mission critical operational applications, serving over 1000 field offices for major Global Services client.

Trained and mentored new development staff, leading to the certification of new developers on key technologies, and the development of a team of

developers that took over development and maintenance of the applications that I had designed and built.

**Buller, Owens & Associates (1995-1997): Technical Trainer
New York, NY**

Performed technical training for numerous Fortune 100 companies, including desktop applications (MS Word, MS Excel, Lotus 1-2-3, etc.) and programming applications (Lotus Notes). Trained incoming Analysts at several Wall Street Investment Banks.