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About the Author

John Gallagher is an associate professor of information systems at Boston College's Carroll School of Management. Professor Gallagher spends roughly one month every year leading his students on field studies through Silicon Valley, Seattle, and other countries. This field work helps Professor Gallagher bring current, practice-oriented examples into the classroom.



Professor Gallagher's research has been published in the *Harvard Business Review*, *MIS Quarterly*, and other leading IS journals, and his comments on business and technology have appeared in many outlets, including the *New York Times*, National Public Radio, WCVB-TV, the *Seattle Times*, the Associated Press, *eWeek*, the *Daily Yomiuri* (Japan), and the *Nation* (Thailand). His executive seminar and consulting clients include Accenture, Alcoa, Brattle Group, ING Bank Worldwide, Patni Computer Systems, Staples, State Street, the U.S. Information Agency, Duke Executive Education, Syracuse University, and the University of Ulster. Professor Gallagher has been recognized for excellence and innovation in teaching by Boston College, *BusinessWeek*, the Decision Sciences Institute, WITS, and Beta Gamma Sigma (the business honor society).