

## A. Kelly Lyons, Curriculum Vitae, Prepared July, 2011

### B. Biographical Information

#### 1. Degrees

- **PhD**, 1989-1994, Department of Computing and Information Science, Queen`s University at Kingston, Ontario  
*Thesis title: Cluster Busting in Anchored Graph Drawing*
- **MSc**, 1988-1989, Department of Computing and Information Science, Queen`s University at Kingston, Ontario  
*Thesis title: An Efficient Algorithm for Identifying Objects using Robot Probes*
- **BSc Hon.**, 1981-1985, Department of Computing and Information Science, Queen`s University at Kingston, Ontario

#### 2. Employment History and Significant Appointments

- **Jan. 2008 – Present: Associate Professor**, Faculty of Information, University of Toronto
- **Jan. 2008 – Present: Cross-Appointment**, Department of Computer Science, University of Toronto
- **April 2008 – Present: Member**, Knowledge Media Design Institute, University of Toronto
- **2005 – 2010: Adjunct Professor**, Department of Computer Science, Dalhousie University
- **2004 – 2007: Program Director**, Centre for Advanced Studies, IBM Toronto Lab  
Responsible for over 60 applied collaborative research projects with universities, approximately 100 visiting university researchers, and CASCON (the premier international general computer science conference hosted in Canada) with over 1500 attendees annually
- **2002 – 2010: Adjunct Professor**, Department of Computer Science and Engineering, York University
- **2001 – 2003: Project Lead and Chair of the Technical Steering Committee**, Advanced Research Institute for Software Excellence (ARISE), IBM Toronto Lab
- **1998 – 2001: Senior Technical Manager**, DB2 Performance and Advanced Technology, IBM Toronto Lab
- **1995 – 2000: Adjunct Professor**, Department of Computer Science, York University
- **1994 – 1998: Research Staff Member**, Centre for Advanced Studies, IBM Toronto Lab
- **1991: Instructor**, Department of Computing and Information Science, Queen`s University

- **1987 – 1992: Teaching Assistant**, Department of Computing and Information Science, Queen`s University
- **1985 – 1987: Development Analyst**, Compiler Development, IBM Toronto Lab

### **3. Honours and Awards**

- IBM Toronto Lab Centre for Advanced Studies Faculty Fellow: 2008 – 2011
- Outstanding Leadership Award, IBM Toronto Lab: 2005 and 2007
- IBM Team Ovation Award for Leadership in CASCON: 2005
- IBM Retention Awards: 1996, 2000, 2002, 2004, and 2006
- Publishing Plateau Award Level 5, IBM Toronto Lab: 2004
- IBM Centre for Advanced Studies Fellowship: 1992 and 1993
- NSERC Postgraduate Fellowship III and IV: 1989 – 1991
- NSERC Postgraduate Fellowship I and II: 1987 – 1989

### **4. Professional Affiliations and Activities**

- Member, Executive Committee, Association for Computing Machinery (ACM) Women (ACM-W), Appointed: 2009
- Member at Large, Association for Computing Machinery (ACM) Council, Elected: July 2008 to June 2012
- Member, ACM Grace Murray Hopper Awards Committee, Appointed: December 2007 to December 2010 (Chair of Committee in 2009)
- Member, Board of Management, Centre for Communication and Information Technology (CCIT), Ontario Centres of Excellence: 2004 – 2009
- Member, ACM: since 2002
- Member, Science and Technology Awareness Network (STAN) Advocacy Committee: April 2007 to October 2007
- Member, Centre for Advanced Studies (CAS) Alberta Research Board: 2005 – 2007
- Member, Industrial Advisory Board, University of Toronto, Department of Computer Science: 2005 – 2007
- Member, Industrial Advisory Board, University of Calgary, Department of Computer Science: 2005 – 2007
- Member, Innovation Council, Queen`s University, School of Computing: 2004 – 2007
- Elected to IBM Canadian Technical Excellence Council: 2002

## **C. Academic History**

### **1. Research Grants**

- **Currently Held Research Grants:**

- SAP Business Objects Academic Research Center Grant with an NSERC Collaborative Research and Development Grant; *Collaborative Decision Making in Software Engineering over Distance*; 2009 – 2011; \$271,749 over 3 years; PI: **K. Lyons**
- NSERC Discovery Grant; *Systematic Integration of Web 2.0 and Web 3D Tools in Service Systems*; 2011; \$14,000 over 1 year; PI: **K. Lyons**
- IBM University Relations Smarter Planet Industry Skills Innovation Award; *Building Smarter Cities Case Studies in an Information, Systems, Services, and Design Course*; 2011; \$10,000 over 1 year; PI: **K. Lyons**; Other Participants: R. McEwen, Faculty of Information

- **Past Held Research Grants:**

- NSERC Discovery Grant; *Tools and Methods for Modeling, Managing, and Implementing Service Systems*; 2008 – 2011; \$45,000 over 3 years; PI: **K. Lyons**
- CRA-W Canadian Distributed Mentoring Program Award; *Using Conference Management Software in Virtual Worlds*; 2009; \$1,000 over 1 year; PI: **K. Lyons**
- University of Toronto Connaught Start-Up Grant; *Understanding Not-for-Profit Service Systems*; 2008; \$10,000 over 1 year; PI: **K. Lyons**

## 2. Patents Awarded

- Hawkins, J. L., Khusial, D., Lyons, K. A., McAllister, M. J., McKegey, R., McKenna, M. D., Slonim, J. (2008). *System and Methods for Resolving Interdependencies between Heterogeneous Artifacts in a Software System*, U.S. Patent No. 753,847. Washington, DC: U.S. Patent and Trademark Office.
- Hawkins, J. L., Khusial, D., Lyons, K. A., McAllister, M. J., Slonim, J., Smit, M. A. (2007). *Privacy Modeling Framework for Software Applications*, U.S. Patent No. 382,971. Washington, DC: U.S. Patent and Trademark Office.

## D. Publications

### 1. Book

- Akl, S. G. & **Lyons, K. A.** (1992). *Parallel Computational Geometry*, Prentice Hall. Book content extended PhD Depth Paper.

### 2. Book Chapter

- **Lyons, K.** (2011). A Framework that Situates Technology Research within the Field of Service Science. In H. Demirkan, J. C. Spohrer, V. Krishna, (Eds.), *Service Systems Implementation, a Volume in Service Science: Research and Innovations (SSRI) Advances of Service Systems*. 175-188. New York, NY: Springer Refereed

### 3. Refereed Journal Publications

- **Lyons, K.**, Messinger, P. R., Niu, R. H. & Stroulia, E. (2010). A Tale of Two Pricing Systems for Services. *Information System and e-Business Management*, Springer Berlin / Heidelberg, 24 pages. doi:10.1007/s10257-010-0151-3.  
Published online first November 26, 2010. Author order is alphabetical indicating equal contributions. This paper significantly extended earlier paper that was published in the AMCIS 2009 proceedings.
- Messinger, P. R., Stroulia, E., **Lyons, K.**, Bone, M., Niu, A., Smirnov, K. & Perelgut, S. (2009). New Directions for Social Computing in Virtual Worlds: Applications for Business and Social Sciences. *Decision Support Systems, Vol. 47, Issue 3*, 204 – 228. Responsible for 33% of initial conception, 25% of analysis and interpretation of data, 33% of administrative support, and 25% of paper drafting.  
Identified #17 in the Top 25 Hottest Articles from Science Direct (Computer Science) Journals from October to December 2009.
- Messinger, P. R., Ge, X., Stroulia, E., **Lyons, K.**, Smirnov, K. & M. Bone. (2008). On the Relationship between My Avatar and Myself. *Journal of Virtual Worlds Research: Consumer Behavior in Virtual Worlds, Vol. 1, No. 2*, 17 pages. Retrieved from <http://journals.tdl.org/jvwr/article/view/352/263>
- Kim, H. M., **Lyons, K.** & Cunningham , M. A. (2008). Towards a Theoretically-Grounded Framework for Evaluating Immersive Business Models and Applications: Analysis of Ventures in Second Life, *Journal of Virtual Worlds Research: Past, Present and Future, Vol. 1, No. 1*, 19 pages. Retrieved from <http://journals.tdl.org/jvwr/article/view/289/243>
- Messinger, P. R., Stroulia, E. & **Lyons , K.** (2008). A Typology of Virtual Worlds: Historical Overview and Future Directions. *Journal of Virtual Worlds Research, Vol. 1, No. 1*, 8 pages. Retrieved from <http://journals.tdl.org/jvwr/article/view/291/245>
- **Lyons, K. A.**, Meijer, H., & Rappaport, D. (1998). Algorithms for Cluster Busting in Anchored Graph Drawing, *Journal of Graph Algorithms and Applications, Vol. 2, no. 1*, 1 – 24. Result of PhD research.
- Wong, J. W., **Lyons, K. A.** et al. (1997). Enabling Technology for Distributed Multimedia Applications. *IBM Systems Journal, Volume 36, Number 4*, 489 – 507. doi:10.1147/sj.364.0489.  
Co-led project with J. W. Wong. Co-wrote paper with J. W. Wong and solicited sections from the other co-authors reporting on their part of the research project.
- Perelgut, S. G., Silberman, G. M., **Lyons, K. A.** & Bennet, K. L. (1997). Overview: The Centre for Advanced Studies, *IBM Systems Journal, Volume 36, Number 4*, 474 – 488.
- **Lyons , K. A.** & Rappaport , D. (1994). An Efficient Algorithm for Identifying Objects Using Robot Probes. *The Visual Computer, Volume 10, Number 8*, 452 – 458. doi:10.1007/BF01910635  
Result from Masters thesis research.

#### 4. Refereed Conference Publications (Full Papers)

- **Lyons, K.**, Lessard, L. & Marks, S. (2011). Integrating social features in service systems: the case of a library service. AMCIS 2011 Proceedings -. Paper 244. (American Conference on Information Systems) August 4-8, 2011, 9 pages. Detroit, MI. [http://aisel.aisnet.org/amcis2011\\_submissions/244](http://aisel.aisnet.org/amcis2011_submissions/244)
- King, A. and **Lyons, K.** (2011). Automatic Status Updates in Distributed Software Development. Published in the Proceedings of the *Web2SE'11 Workshop*, January 12, 2011, 6 pages. Waikiki, Honolulu, HI.
- Bajic, D. and **Lyons, K.** (2011). Leveraging Social Media to Gather User Feedback for Software Development. Published in the Proceedings of the *Web2SE'11 Workshop*, January 12, 2011, 6 pages. Waikiki, Honolulu, HI.
- Hayat, Z. and **Lyons, K.** (2010). The Evolution of the CASCON Community: A Social Network Analysis. Published in the Proceedings of *CASCON 2010*, November 1-4, 2010, 1 – 12. Markham, ON (acceptance rate: 27%)
- **Lyons, K.** (2010) Service Science in iSchools. Published online in the Proceedings of the *5<sup>th</sup> Annual iSchool Conference*, February 3-6, 2010, University of Illinois at Urbana-Champaign, IL, 5 pages. [http://nora.lis.uiuc.edu/images/iConferences/2010papers\\_Allen-Ortiz.pdf](http://nora.lis.uiuc.edu/images/iConferences/2010papers_Allen-Ortiz.pdf)
- Smit, M., **Lyons, K.**, McAllister, M. & Slonim, J. (2009). Detecting Privacy Infractions in Applications: A Framework and Methodology. Published in the Proceedings of the *IEEE International Symposium on Trust, Security and Privacy for Pervasive Applications*, October 12-14, 2009, 694 – 701. doi:10.1109/MOBHOC.2009.5336935
- **Lyons, K.**, Playford, C., Messinger, P. R., Niu, R. H. & Stroulia, E. (2009). In Nelson, M. L., Shaw, M. J., & Strader, T. J. (Eds.) *Business Models in Emerging Online Services*. Published in *Value Creation in E-Business Management, 15<sup>th</sup> Americas Conference on Information Systems, AMCIS 2009, SIGeBIZ track*, Selected Papers, August, 2009, 44 – 55. San Francisco, California. doi:10.1007/978-3-642-03132-8\_4
- McKenna, M., Slonim, J., McAllister, M. & **Lyons, K.** (2009). Identification of Software System Components Using Semantic Models and Graph Slicing. Published in Proceedings of the *Fourth International Conference on Software and Data Technologies (ICSOFT)*, July 26-29, 2009.
- Kolari, P., Finin, T., **Lyons, K.**, & Yesha, Y. (2008). Expert Search using Internal Corporate Blogs. Published in the Proceedings of the *Workshop on Future Challenges in Expertise Retrieval, SIGIR 2008*, July 20-24, 2008, 7 – 10. Singapore.
- Kim, H., Kim, M., **Lyons, K.** & Cunningham, M. A. (2008). Towards a Framework for Evaluating Immersive Business Models: Evaluating Service Innovations in Second Life. Published online in the Proceedings of the *41<sup>st</sup> Hawaii International Conference on System Sciences, Services Science Mini-Track*, Jan 2008, 10 pages. doi:10.1109/HICSS.2008.459.

- Kolari, P., Finin, T., Yesha, Y., **Lyons, K. A.**, Hawkins, J. & Perelgut, S. (2007). On the Structure, Properties and Utility of Internal Corporate Blogs. Published in the Proceedings of the *International Conference on Weblogs and Social Media (ICWSM 2007)*, March 26-28, 2007, 8 pages. Boulder, CO.  
Best Paper Nominee.
- Kolari, P., Finin, T., Yesha, Y., **Lyons, K. A.**, Hawkins, J. & Perelgut, S. (2006). Policy Management of Enterprise Systems: A Requirements Study. Published in the Proceedings of the *Seventh IEEE International Workshop on Policies for Distributed Systems and Networks (POLICY'06)*, June 5-7, 2006, 231 – 234. London, ON.  
doi:10.1109/POLICY.2006.23
- Barbosa, D., Mendelzon, A., Keenleyside, J. & **Lyons, K.** (2002). ToXgene: An extensive template-based data generator for XML. Published in the Proceedings of the *Fifth International Workshop on the Web and Databases*, June, 2002, 6 pages.
- Velthuys, R., **Lyons, K. A.** & Parsons, I. (1995). Multi-Reception Service for a Multi-Media News Application. Published in the Proceedings of *International Conference on Computer Communications and Networks*, September 20-23, 1995, 194 – 201. Las Vegas, NV.
- **Lyons, K. A.**, Meijer, H. & Rappaport, D. (1993). Properties of the Voronoi Diagram Cluster Buster. Published in the Proceedings of the *1993 CAS Conference Volume II*, IBM Canada Ltd. Laboratory Centre for Advanced Studies, October, 1993, 1148 – 1163. Toronto, ON Canada
- Attaluri, K., Bradshaw, D., Finnigan, P. J., Hinds, N., Kalantar, M., **Lyons, K. A.**, Marshall, A. D., Pahl, J. & Tran, H. (1993). Operation Jump Start: A CORDS Integration Prototype using DCE. Published in the Proceedings of the *1993 CAS Conference Volume II*, IBM Canada Ltd. Laboratory Centre for Advanced Studies, October, 1993, 621 – 636. Toronto, ON Canada.
- **Lyons, K. A.** (1992). Cluster Busting in Anchored Graph Drawing. Published in the Proceedings of the *1992 CAS Conference, CASCON'92*, IBM Canada Ltd. Laboratory Centre for Advanced Studies, November, 1992, 7 – 17. Toronto, ON Canada.  
doi:10.1142/9789812777638\_0004.  
Co-Winner Best Student Paper
- Finnigan, P. J. & **Lyons, K. A.** (1991). Narratives of Space and Time Visualization for Distributed Applications. Published in the Proceedings of the *1991 CAS Conference, CASCON'91*, IBM Canada Ltd. Laboratory Centre for Advanced Studies, November, 1991, 363 – 391. Toronto, ON Canada.
- Everett, H., **Lyons, K. A.**, Reed, B. & Souvaine, D. (1991). Illuminating Squares on a Traversal. Published in the Proceedings of the *Third Annual Canadian Conference on Computational Geometry*, August 1991, 118 – 121. Vancouver, BC.

## 5. Refereed Conference Publications (Abstracts)

- **Lyons, K.** & Hayat, Z. (2011). SNA Based Insights for the Development of Collaborative Research Networks. Published in the Proceedings of the *International Sunbelt Social*

*Network Conference*, TradeWinds Island Resorts, St. Pete Beach, FL, February 8-13, 2011. <http://www.insna.org/pubs/bibliography/title/N.html>

- Tracy, S. M., & **Lyons, K.** (2010). Service Systems and Social Innovation: Exploring Service, Value and Innovation within the Social Enterprise. Abstract published in the Proceedings of *SIGSVC Workshop, Sprouts: Working Papers on Information Systems*, 10(125). <http://sprouts.aisnet.org/10-125>
- Smith, P. W., **Lyons, K. A.** & Bringelson, L. (2003). Multipoint Video-over-IP Seminar Course. Published in the Proceedings of *Canadian Association for Distance Learning*, June, 2003. San Fransisco, CA.
- Barbosa, D. Mendelzon, A., Keenleyside, J. & **Lyons, K.** (2002). ToXgene: A Template-based data generator for XML. Published in the Proceedings of the *2002 ACM SIGMOD International Conference on Management of Data*, 616 – 616. doi:10.1145/564691.564769
- Zilio, D., Lightstone, S., **Lyons, K.** & Lohman, G. (2001). Self-Managing Technology in IBM DB2 Universal Database. Published in the Proceedings of the *ACM CIKM 2001, Tenth International Conference on Information and Knowledge Management, Georgia Industry Session Data Management: Beyond the Traditional*, November 5-10, 2001, 541 – 543. Atlanta, GA.

## 6. Technical Reports

- **Lyons, K.A.** & Williams, M. (1999). *CASCON'99 Workshop Report: Future Women in Technology*. (IBM Technical Report: TR-74.170b).
- **Lyons, K. A.** & Mendelzon, A. (1999). *CASCON'99 Workshop Report: Databases for Decision Support*. (IBM Technical Report: TR-74.170a).
- **Lyons, K. A.** & Williams, M. (1998). *CASCON'98 Workshop Report: Women in Technology: Jump into IT!* (IBM Technical Report: TR-74.165i).

## 7. Non-Refereed Publications

- **Lyons, K.**, Kim, H. & Nevo, S. (2010). Paying Attention in Meetings: Multitasking in Virtual Worlds. Published in the Proceedings of the *First Symposium on the Personal Web*, Co-located with CASCON, November, 2010.
- **Lyons, K.** (2008). Why Are Fewer Women Entering Technology Careers? *Informed*, Summer.

## 8. Refereed Posters and Demonstrations

- Peco, M. J. & **Lyons, K.** (2011). Internet Utilization in Decision Making Among Emergent Knowledge Workers. *iConference 2011* Poster Session, February. 2011.
- King, A. & **Lyons, K.** (2010). Automatic Status Updates in Collaborative Software Development. *Consortium for Software Engineering Research Fall Workshop*, Poster Presentation, October, 2010.

- King, A. & **Lyons, K.** (2010). Automated User Status Update in Closed Collaborative Environments. *CASCON 2010* Technology Showcase Demonstration, November, 2010.
- Dong, F. & **Lyons, K.** (2010). Moving Traditional Group Decision Making Techniques into Social Media Platforms. *CASCON 2010* Technology Showcase Poster, November 2010.
- Bajic, D. & **Lyons, K.** (2010). Leveraging Social Networks to Gather User Feedback and Inspire Software Development. *Consortium for Software Engineering Research* Fall Workshop, Poster Presentation, October, 2010.

## 9. Media

- Lopez-Pacheco, Alexandra. (2010, November 15). Understanding the Service-centric Economy. *Financial Post*. Quoted extensively in the article published online and in print.  
<http://www.financialpost.com/Understanding+service+centric+economy/3830450/story.html#ixzz16DR0Xvjx>

## E. Conferences, Editorial Boards, Presentations, and Special Lectures

### 1. Editorial Boards

- Member, Editorial Board, Book Series: The Science of Service Systems (Book 1) and Service Systems Implementation (Book 2), 2009, Editors: H. Demirkan, J. C. Spohrer, and V. Krishna
- Member, Editorial Board, Journal of Service Science, since 2009

### 2. Conference Organization

- Member, Conference Planning Board, First International Conference on the Human Side of Service Engineering, Conference Co-Chairs: J. Spohrer and L. Freund, San Francisco, CA, July 20-25, 2012
- Conference Co-Chair, **K. Lyons** and R. Miller, Ontario Celebration of Women in Computing (ONCWIC), Sponsored by ACM-W, Toronto, ON, October 21-22, 2011
- Associate Editor, International Conference on Information Systems, IT Service Track, 2010, Track Co-Chairs: S. Conger and A. Hochstein, Saint Louis, MO, December 12 - 15, 2010
- Mini-Track Co-Chair, **K. Lyons** and H. Kim, 14th Americas Conference on Information Systems, Mini-Track: "Virtual Worlds and Immersive Business", Track E-business and E-commerce, Toronto, ON, August 14-17, 2008
- Program Co-Chair, CASCON'97, Toronto, ON, November 10-13, 1997
- Program Co-Chair, CASCON'96, Toronto, ON, November 12-14, 1996
- Program Co-Chair, CASCON'94, Toronto, ON, October 31- November 3, 1994

### 3. Conference Program Committee Membership

- Program Committee Member and Workshop Chair, iConference 2012, Toronto, ON, February 7-10, 2012
- Program Committee Member, Web2SE Workshop at the International Conference on Software Engineering, Waikiki, Honolulu, Hawaii, May 24, 2011
- Program Committee Member, New Investigators Committee, Grace Hopper Celebration of Women in Computing, Portland, Oregon, November 9-12, 2011
- Program Committee Member, CASCON 2003, 2004, 2005, 2007, 2008, 2009, 2010, and 2011
- Program Committee Member, First Decade High Impact Papers (FD-HIP) Selection Committee, CASCON 2010
- Program Committee Member, Symposium on the Personal Web, 2010
- Program Committee Member, First International Conference on Exploring Services Sciences (IESS), 2010
- Program Committee Member, Workshop on Information Technologies and Systems (WITS), 2009 and 2010
- Program Committee Member, Service Cup 2009, co-located with International Conference on Web Services 2009
- Program Committee Member, Services Computing Conference, 2008
- Program Committee Member, International Workshop on Systems Development in SOA Environments, SDSOA 2007, Co-located with the 29th International Conference on Software Engineering (ICSE 2007), May 2007
- Program Committee Member, Second International Workshop on Multimedia Database Management Systems, 1996
- Program Committee Member, First International Workshop on Multimedia Database Management Systems, 1995

#### 4. Workshop Organization

Each of these workshops was submitted to and accepted through a peer-review process.

- Workshop Organizer: “Characterizing Service Systems”, at First International Conference on the Human Side of Service Engineering, San Francisco, CA, July 20-25, 2012
- Workshop Co-Organizer with E. Stroulia and P. Pacholski: “Virtual Worlds for Modeling Complex Processes Between People and Systems”, at CASCON 2010, November 2010.
- Workshop Co-Organizer with A. Kark, C. Gates, M. McAllister, H. Müller, and G. Silberman: “Ten Trends and their Impact on Software Engineering” at Consortium for Software Engineering Research Fall Workshop, November 2009.
- Conference Wildcard Session Co-Organizer with M. Ratto, A. Clement, D. Phillips and S. Hockema: “Making and Doing: Critical Engagement Within Interdisciplinary iSchools”, at the iSociety: Research, Education, Engagement, Fourth iSchools Conference, February 8-11, 2009, University of North Carolina at Chapel Hill

- Workshop Co-Organizer with P. Messinger, E. Stroulia, S. Perelgut, and H. Kim, “Research Progress in Service Science, Management, and Engineering”, October 28, 2008, CASCON 2008.
- Workshop Co-Organizer with H. Kim, Y. Yesha, Y. Yesha, S. Perelgut, E. Stroulia, P. Messinger, “Towards a Research Tradition in Services Science, Management, and Engineering”, October 25, CASCON 2007.
- Workshop Co-Organizer with M. Litoiu, K. Kontogiannis, “Workshop on Services Science”, Consortium for Software Engineering Research (CSER) Spring Meeting, April 2007.
- Workshop Co-Organizer with Leo Marland, “Applying the CAS Collaborative Model to Services Research”, CASCON 2006.
- Organizing Committee, MITACS Workshop on Network and Information Security, Feb. 8-9, 2006 <http://www.mitacs.ca/main.php?mid=10000162&pid=102&eventid=272>
- Workshop Co-Organizer with Leo Marland, “Services Science, Management, and Engineering”, CASCON 2005.
- Workshop Co-Organizer with Mark Chignell, Paul W. Smith, and Ravin Balakrishnan, “Visualizing and Integrating Asynchronous and Synchronous Collaboration”, CASCON 2003
- Workshop Co-Organizer with Rod Savoie, “Research Directions in Distance Learning”, CASCON 2002
- Workshop Co-Organizer with Mary Williams, “Future Women in Technology”, CASCON 1999
- Workshop Co-Organizer with Alberto Mendelzon, “Databases for Decision Support”, CASCON 1999

## **5. Curriculum and Service Workshop Organization**

- Panel Co-organizer and Speaker with S. McIlraith, P. Mousavi, G. Silberman, and M. Crane, “Careers in Academia and Industry”, at Ontario Celebration of Women in Computing, Kingston, Ontario, October 2010.
- Workshop Co-Organizer with E. Yu, R. McKegney, E. Grundke, B. Lunt, “Technology Curriculum for the Information Society”, October 30, 2008, CASCON 2008.
- Workshop Co-Organizer with H. Kim, Y. Yesha, Y. Yesha, S. Perelgut, E. Stroulia, P. Messinger, “Addressing the Services Science, Management, and Engineering Curriculum: Now and Future”, October 23, CASCON 2007.
- Workshop Co-Organizer with J. Slonim, D. Scott, S. Perelgut, “Addressing the Urgent Decline in Enrolment in Computer Science”, October 24, CASCON 2007.

- Workshop Co-Organizer with Ann Holmes, Sophia Hoyer, Yelena Yesha, and Claudia Morrell and Speaker, “Women in Technology: Global Transformation for Women in ICT”, CASCON 2005.
- Workshop Co-Organizer with Yelena Yesha and Claudia Morrell, “Women in Technology: Global Transformation”, CASCON 2004.
- Workshop Co-Organizer with Lynne Hansman and Annette Keenleyside, “Women in Technology”, CASCON 2003
- Workshop Co-Organizer with Hausi Muller, Stephen Perelgut, and Yelena Yesha, “Materials for Educating Young People about Software”, CASCON 2003
- Workshop Co-Chair with Stephen Perelgut, “Women in Technology: Coping with Imposter Syndrome”, CASCON 2002
- Workshop Co-Organizer with Wendy Powley, “Designing for Diversity”, CASCON 2001
- Workshop Co-Organizer with Mary Williams, “Women in Technology”, CASCON 1998

## **6. Invited Lectures and Panel Presentations**

- Invited Speaker: “Collaborative Decision Making”, Consortium for Software Engineering Research (CSER) 2011 Spring Meeting, Queen’s University, Kingston, ON, June 21, 2011.
- Panelist in, “Challenges for Designing Inter-organizational Services” organized by: S. Purao, at: DESRIST, 2011.
- Invited Seminar, “Mediating Human-to-Human Interactions through Technology”, University of Waterloo Database Group, September 29, 2010.
- Invited Seminar, “A Framework that Situates Technology Research within the Field of Service Science” IBM Almaden Research Center, June 28, 2010.
- Invited Seminar, “Mediating Human-to-Human Interactions through Technology”, SAP Vancouver, June 10, 2010.
- Workshop Presentation: “A Research Landscape for Service Science, Management, and Engineering Research”, at the Pre-ICIS (International Conference on Information Systems) SIGSVC (Special Interest Group on Services) Workshop, Paris, France, December 12, 2008.
- Invited Panelist: “University / Industry Collaborations in Services”, IFIP Working Group 8.2: Working Conference on IT and Institutional Change in the Service Economy: Challenges and Possibilities for the 21st Century, Ryerson University, August 11, 2008.
- Invited Speaker: “Embarking on a Research Program in Service Science”, Consortium for Software Engineering Research (CSER) 2008 Spring Meeting, University of Western Ontario, London, ON, June 15-16, 2008.

- Invited Speaker and Participant: Services Science, Management, and Engineering Workshop, University of Alberta, March 6-7, 2008.
- Invited Seminar: “Embarking on a Study of Services Science, Management, and Engineering”, Universitat Politècnica de Catalunya, Barcelona, May 2007
- Invited Presentation: “Data Privacy in Electronic Commerce,” MITACS Network Information and Security Workshop, Feb. 8, 2006.
- Keynote Presentation: “CAS and DB2”, Fourth Canadian Database Researcher Workshop (CanDB), August 2004, <http://www.cs.toronto.edu/db/CanDB2004/>
- Keynote Presentation: “Global Technology Outlook 2004”, Intelligent Infrastructure and e-Society Workshop, Within the framework of the series “e-Commerce to the e-Economy: Strategies for the 21st Century”, May 2004  
[http://www.e-economy.ca/english/pdfs/esociety\\_final\\_report.pdf](http://www.e-economy.ca/english/pdfs/esociety_final_report.pdf)

## 7. Non-Research Invited Presentations

- Invited Speaker, “Mediating Human-to-Human Interactions through Technology”, Grand Opening, Fort Frances Public Library, June 22, 2010.
- Invited Speaker: “Project Management 101”, CASLIS (Canadian Association for Special Libraries and Information Services) and Special Libraries Association (SLA) Toronto Chapter Event, March 10, 2010.
- Lunch Keynote Speaker, “Skills for the 21<sup>st</sup> Century”, at Roundtable, "Towards an Agenda for an Enhanced Science and Innovation Culture", co-hosted by Arthur Carty and Suzanne Fortier, March 26, 2007.
- Keynote Speaker with Dave Dietz, Research in Motion, ITAC Strategic Microelectronics Council Best Practice Forum, “Models for Productive Collaboration Between Industry and Academe in R&D”, held at AMD, September 19, 2007.
- Invited Panelist and Speaker, OECD-SFRI workshop on "Women in Science, Engineering and Technology (SET): Strategies for a Global Workforce" Ottawa, Canada, September 28 and 29 2006. <http://www.oecd.org/dataoecd/8/6/37361433.pdf>
- Invited Luncheon Panelist, Information Technology Association of Canada (ITAC) Board Meeting, Halifax, Nova Scotia, September 21, 2006.
- Invited Colloquium Speaker, “Innovation and the CAS Model for Collaboration”, School of Computer Science, McGill University, March 2006.
- Invited Speaker, “Women in Technology: Shaping the Future of IT”, Women in Technology Seminar Series, University of Ontario Information Technology, Jan. 20, 2006.
- Keynote Presentation, “Excerpts from the Global Technology Outlook 2003”, Shad Valley Institute for Teachers, held at IBM Toronto Lab, October 2004.

- Guest Speaker, “Women in Computer Science Getting to Know you Reception”, Queen’s University, October 2004
- Invited Panelist, Women in Computer Science and Engineering (WiCSE) at York University, “Celebrating Women in Computer Science and Engineering”, September 2004
- Invited Presentation, “Shaping the Future of IT: One Woman at a Time”, 10<sup>th</sup> CCWEST Conference, Brock University, June 2004
- Keynote presentation, Queen's Forum on Information Technology (QFIT): Innovation in Action: Igniting the Future of IT, Queen’s University, January 2004
- Closing keynote address: IBM Toronto Lab Exploring Interests in Technology and Engineering (EXITE) Camp for Grade 7 girls, 2003
- Invited Panelist, Waterloo Region Employ Yourself project, Information Technology, Education and Government, May 2003 <http://www.employyourself.ca/forum-infotech.php>

## **F. Teaching and Course Design**

### **1. Courses Designed and Taught**

- **INF1003H** Information Systems, Services, and Design: Co-Designed with Rhonda McEwen.
- **INF2040H** Project Management: First designed this course as a Special Topics course (INF2301) in 2008. Proposed regular course (INF2040) and revised it based on feedback in 2009.
- **INF1343H** Data Modeling and Database Design: First taught in Winter 2009 based on previous design; revised and redesigned for Winter 2010.
- **INF2306** Introduction to Service Science: In the winter of 2007, I first designed and taught COSC6002R Introduction to Service Science, Management, and Engineering, a graduate course in York University's Department of Computer Science and Engineering. Redesigned and taught INF2306 in Winter 2008 and revised and taught in Winter 2009.

### **2. Reading and Research Courses**

- INF3015 Reading and Research Course, “Social Media Support for Online User Communities”, with student Steven Chuang and collaboration with CA Technologies, Inc. Winter 2011.
- INF2194Y, Information Systems Design Project, “Redesigning the Current Contents Service” with student Sarah Flynn, Fall 2010 – Winter 2011. Designed and received approval for INF2194Y course and was the first to offer an instance of it in 2010/2011.

## **G. Graduate Student Thesis Supervision**

### **1. Current Doctoral Student Supervision**

- Abayomi King, Department of Computer Science, University of Toronto, Research Focus: Team awareness in collaborative software development, Since April 2011
- Zack Hayat, Faculty of Information, University of Toronto, Research Focus: Scientific collaboration and virtual research environments (Co-supervised with David J. Phillips), Since March 2010 (about to enter Candidacy)
- Steven Chuang, Faculty of Information, University of Toronto, Research Focus: Knowledge management and social media (Co-supervised with Chun Wei Choo), Since September 2010.
- John Peco, Faculty of Information, University of Toronto, Research Focus: Understanding the decision support systems of virtual teams in the future, Since September 2008.

## **2. Current Masters Student Supervision**

- Eleonore Fournier-Tombes, Faculty of Information, University of Toronto, Research Focus: Open data in government, Since March 2011

## **3. Past Masters Student Supervision**

- Stephen Tracy, Faculty of Information, University of Toronto (MI), “Service Systems and Social Enterprise: Beyond the Economics of Business” (completed May 16, 2011)
- Abayomi King, Department of Computer Science, University of Toronto (MSc), “Improving User Awareness through Automatic Status Updates in Software Development Teams” (completed April 17, 2011)
- Fan Dong, Department of Computer Science, University of Toronto (MSc), “A Group Decision Support System Study: Integrating Delphi into SAP StreamWork” (completed April 17, 2011)
- Dejana Bajic, Department of Computer Science, University of Toronto (MSc), “Leveraging Social Media to Gather User Feedback for Software Development” (completed January 17, 2011)
- Mark McKenna, MSc, Faculty of Computer Science, Dalhousie University, Co-Supervised with Jacob Slonim and Mike McAllister, “Semantic Graphs in Support of Software Reverse Engineering” (completed July 9, 2007)
- Mike Smit, MSc, Faculty of Computer Science, Dalhousie University, Co-Supervised with Jacob Slonim and Mike McAllister, “Detecting Privacy Infractions in e-Commerce Software Applications: A Framework and Methodology” (completed August 11, 2006)

## **4. Doctoral Student Committees**

- Lysanne Lessard, PhD Candidate, Faculty of Information, University of Toronto (Supervisor: Eric Yu), Research Focus: Cocreating values in knowledge-intensive business services: A design framework and language, Since 2010

- Neil Ernst, PhD Candidate, Department of Computer Science, University of Toronto (Supervisor: John Mylopoulos), Research Focus: Understanding Requirements Evolution, Since 2010
- Max Evans, PhD Candidate, Faculty of Information, University of Toronto (Supervisors: Chun Wei Choo and Anthony Wensley), Research Focus: Knowledge Sharing, An Empirical Study of the Role of Trust in an Organizational Setting, Since 2010
- Steve Szigeti, PhD Candidate, Faculty of Information, University of Toronto (Supervisor: Joan Cherry), Research Focus: The Challenge of Web Design Guidelines, Investigating Issues of Interpretation, Efficacy, and Awareness, Since 2009

## **5. Doctoral Exam Committees Served**

- Daniel Gross, PhD, Faculty of Information, University of Toronto, “Software Architecture Decision-making in Organizational Settings”, (Supervisor: Eric Yu), scheduled May 19, 2011
- Wendy WenQian Liu, PhD, Department of Computer Science, University of Toronto “Refactoring-based Requirements Refinement Towards Design” (Supervisor: Steve Easterbrook) Completed May 2009
- Alvin Chin, PhD, Department of Mechanical and Industrial Engineering, University of Toronto “Social Cohesion Analysis of Networks: A Novel Method for Identifying Cohesive Subgroups in Social Hypertext” (Supervisor: Mark Chignell) Completed November 2008
- Shiva Netaji, PhD, Department of Computer Science, University of Toronto, “Behavioural Model Fusion” (Supervisor: Marsha Chechik) Completed September 2008
- Luanne Freund, PhD, Faculty of Information Studies, University of Toronto, “Exploiting Task-Document Relations in support of Information Retrieval in the Workplace” (Supervisor: Elaine Toms and Brian Cantwell Smith) Completed June 2008
- Flavio Rizzolo, PhD, Department of Computer Science, University of Toronto, “DescribeX: A Framework for Exploring and Querying XML Web Collections” (Supervisor: Renee Miller) Completed May 2008
- Victor Muntés, PhD, Universitat Politècnica de Catalunya, “Genetic Optimization for Large Join Queries” (Supervisors: Josep Lluís Larriba Pey and Marta Pérez Casany) Completed May 2007

## **6. Master’s Thesis Committees and Second Reader Roles**

- Second Reader, Andrew Hilts, MI, Faculty of Information, University of Toronto, “A knowledge structuring framework to support the design of social media for online deliberation” (Supervisor: Eric Yu), since January, 2011
- Second Reader, Rustam Dow, MI, Faculty of Information, University of Toronto, “The affects of end-user support on the categories of EMR success across systems in Ontario Family Health Teams” (Supervisor: Aviv Shachak), since April, 2011

- Master’s Thesis Exam Committee, Erin Yu, PhD, Department of Mechanical and Industrial Engineering, University of Toronto “Design and Evaluation of an Improved Patient Information Management System for Emergency Department Physicians” (Supervisor: Mark Chignell). Completed January 13, 2011
- Second Reader, Aran Donohue, MSc, Department of Computer Science, University of Toronto “Debugging Domain-Specific Languages” (Supervisor: Greg Wilson) Completed January 2010
- Second Reader, Samira Abdi, MSc, Department of Computer Science, University of Toronto “Recovering Related Artifacts in Software Projects’ History: a Comparison of Information Retrieval Based Methods” (Supervisor: Greg Wilson) Completed January 2009
- Exam Committee Member, Kien Huynh, MSc, York University, “Analysis through Reflection: Walking the EMF Model of BPEL4WS” (Supervisor: Franck van Breugel) Completed August 2005
- Exam Committee Member, Xiaoyan Qian, MSc, York University, “Design, Implementation and Performance Tests for Predicate Introduction - A Semantic Query Optimization Technique for Database Queries” (Supervisor: Jarek Gryz) Completed May 1999

#### **H. Committees and Service**

- Colloquium Committee (Co-Chair), 2011-2012
- Masters of Information Committee (Chair), 2011-2012
- Masters of Information Path Liaison, Information Systems, Services, and Design Path, 2011-2012
- Masters of Information Committee (Chair), 2010-2011
- Information Services Committee, 2010-2011
- Dean’s Advisory Group, 2010-2011
- Masters of Information Path Liaison, Information Systems, Services, and Design Path, 2010-2011
- IT Staff Hiring Committee, Faculty of Information, 2009-2010
- Colloquia Committee, Faculty of Information, 2009-2010
- Masters of Information Committee, Faculty of Information, 2009-2010
- Masters of Information Studies Committee, Faculty of Information, 2008 – 2009
- University of Toronto, Faculty of Information 80<sup>th</sup> Anniversary Celebration Committee, 2008
- Information Technology Committee, Faculty of Information Studies, Jan.-Sept. 2008
- Information Systems and Design Curriculum Redesign Working Group, Faculty of Information Studies, Jan.-Sept. 2008
- Masters Student Recruitment Task Force, Faculty of Information Studies, Jan.-Sept. 2008