

KELLY LYONS, PH.D.

Associate Professor
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EDUCATION

Doctorate of Philosophy

Department of Computing and Information Science, Queen's University, Kingston, ON; 1989-1994.

Thesis title: *Cluster Busting in Anchored Graph Drawing*

This research fits into the area of Computational Geometry and Graph Layout Algorithms. A challenging aspect of designing graph layout adjustment algorithms is to maintain a user's mental picture of the original layout. In this research, a new approach to layout adjustment, called cluster busting in anchored graph drawing, was presented and several algorithms were described and implemented. The goals of cluster busting in anchored graph drawing are to more evenly distribute the nodes of the graph in a drawing window while maintaining the user's mental picture of the original drawing. The algorithms presented use efficient iterative heuristics to accomplish these goals. Measures of distribution and similarity were formally defined and used to empirically test the algorithms. Results were published in CASCON (1992), CASCON (1993), and Journal of Graph Algorithms and Applications (1998).

Supervisors: David Rappaport and Henk Meijer

Master of Science

Department of Computing and Information Science, Queen's University, Kingston, ON; 1987-1989.

Thesis title: *An Efficient Algorithm for Identifying Objects Using Robot Probes*

This research fits into the area of Computational Geometry. In this research we proved that when robot finger probes are used to recognize objects, $m-1$ probes are necessary and sufficient to identify an object with a fixed orientation and position among a set of m convex planar n -sided objects. We presented an algorithm to preprocess a set of objects for efficient probing together with a probing scheme and algorithms to delete objects from or to insert objects into the set. Results were published in the Visual Computer (1994).

Supervisor: David Rappaport

Bachelor of Science, Honours

Department of Computing and Information Science, Queen's University, Kingston, ON; 1981-1985.

EMPLOYMENT HISTORY

Associate Dean, Academic, Faculty of Information, University of Toronto (*July 2015 – June 2017*)

Responsibilities: Provide academic leadership and coordinating oversight of curriculum development and program delivery for all academic programs in liaison with the Program Directors; Ensure enhancement as well as quality assurance of the iSchool's teaching and learning mission; Provide academic oversight and manage the enforcement of all University regulations in academic matters.

Associate Professor, Faculty of Information, University of Toronto (*January 2008 – Present*)

Responsibilities: teaching, research, and student supervision primarily in the area of information systems and design; service that includes curriculum and program development, course design, and colloquium planning.

Tenure appointed: July 2013

Cross-Appointment, Department of Computer Science, University of Toronto (*January 2008 – Present*)

Member of Executive Committee, Knowledge Media Design Institute, University of Toronto (*April 2008 – July 2015*)

Adjunct Professor, Faculty of Computer Science, Dalhousie University (*2005 – 2010*)

Program Director, Centre for Advanced Studies, IBM Toronto Lab (*2004 – 2007*)

Responsibilities: Designed and implemented innovative technology exchange mechanisms that resulted in research funding for over 60 PhD students, approximately 40 Faculty Fellows annually and over 15 joint patent filings and 100 joint publications per year. Organized and Co-Chaired CASCON (the premier international general computer science conference hosted in Canada) with over 1500 attendees, annually. These contributions were recognized by NSERC with the 2006 Leo Derikx Synergy Award for Innovation awarded to IBM and 10 university partners.

Adjunct Professor, Department of Computer Science and Engineering, York University (*2002 – 2010*)

Project Lead and Chair of the Technical Steering Committee, Advanced Research Institute for Software Excellence (ARISE), IBM Toronto Lab (*2001 – 2004*)

Responsibilities: Secured IP agreements with partner universities and government organizations; set the research, teaching, and workshop agenda; secured funding; and managed day-to-day operations

Senior Technical Manager, DB2 Performance and Advanced Technology, IBM Toronto Lab (*1998 – 2001*)

Responsibilities: Managed a team of Advanced Technology developers in IBM DB2 to design and build autonomic and self-managing administration tools for DB2; co-supervised Ph.D. students at universities involved on the project; one of three members of the Core Team of senior managers responsible for staging the incorporation of features into the product.

Adjunct Professor, Department of Computer Science, York University (*1995 – 2000*)

Research Staff Member, Centre for Advanced Studies, IBM Toronto Lab (*1994 – 1998*)

Responsibilities: Industrial Co-Leader for the Canadian Institute for Telecommunications Research Major Project, Broadband Services; ensured that a team of researchers from multiple universities delivered a high quality research program in the area of distributed multimedia applications that was relevant to industry needs; co-supervised 12 Ph.D.

students and 1 post-doctoral fellow.

Instructor, Department of Computing and Information Science, Queen's University (**1991**)

Teaching Assistant, Department of Computing and Information Science, Queen's University (**1987 – 1992**)

Development Analyst, Compiler Development, IBM Toronto Lab (**1985 – 1987**)

HONOURS AND AWARDS

- IBM Toronto Lab Centre for Advanced Studies Faculty Fellow (**2008 – 2017**)
- One of 25 Scientist Table Hosts, Royal Canadian Institute for the Advancement of Science (**April 26, 2012**)
- SAP Faculty Award (**2009 – 2012**)
- Outstanding Leadership Award, IBM Toronto Lab (**2005 & 2007**)
- NSERC Synergy Awards for Innovation (Leo Derikx Award) awarded to Twelve Canadian universities and IBM Canada Centre for Advanced Studies (**2006**)
- IBM Team Ovation Award for Leadership in CASCON (**2005**)
- IBM Retention Awards (**1996, 2000, 2002, 2004, & 2006**)
- Publishing Plateau Award Level 5, IBM Toronto Lab (**2004**)
- IBM Centre for Advanced Studies Fellowship (**1992 & 1993**)
- Co-Winner, Best Student Paper, CASCON 1992 (**1992**)
- NSERC Postgraduate Fellowship III and IV (**1989 – 1991**)
- NSERC Postgraduate Fellowship I and II (**1987 – 1989**)

PROFESSIONAL AFFILIATIONS AND ACTIVITIES

- Panel Member, Ministry of Research, Innovation and Science Ontario Research Fund (ORF), Large Infrastructure Review Panel, Information and Communications Technologies, **April 2017**
- Academic Advisor, Association for Computing Machinery (ACM) Student Chapter, Faculty of Information, University of Toronto, **2016 – Present**

- Member, Awards Committee for the Canadian Association of Computer Science/Association informatique canadienne (CACCS/AIC), **2015-2018**
- Member, CANARIE Research Advisory Committee for the Research Software Program, **2015 –2018**.
- Panel Member, Ontario Research Fund (ORF) Information and Communications Technologies/Digital Media (ICT/DM) Peer Review Panel, **November 2014 & April 2017**
- Member, Executive Committee, Knowledge Media Design Institute, **Appointed: 2013-2015**
- Member, International Society of Service Innovation Professionals, **2013 – Present**
- Academic Advisor, Association for Information Systems (AIS) Student Chapter, Faculty of Information, University of Toronto, **2010 – 2016**
- Member, Executive Committee, Association for Computing Machinery (ACM) Women (ACM-W), **Appointed: 2009-2013**
- Member at Large, Association for Computing Machinery (ACM) Council, **Elected: July 2008 – June 2012**
- Member, ACM Grace Murray Hopper Awards Committee, **Appointed: December 2007 – December 2010 (Chair of Committee in 2009)**
- Member, Board of Management, Centre for Communication and Information Technology (CCIT), Ontario Centres of Excellence, **Appointed: 2004 – 2009**
- Member, ACM, **2002 – Present**
- Member, Science and Technology Awareness Network (STAN) Advocacy Committee, **Appointed: April 2007 – October 2007**
- Member, Centre for Advanced Studies (CAS) Alberta Research Board, **Appointed: 2005 – 2007**
- Member, Industrial Advisory Board, University of Toronto, Department of Computer Science, **Appointed: 2005 – 2007**
- Member, Industrial Advisory Board, University of Calgary, Department of Computer Science, **Appointed: 2005 – 2007**
- Member, Innovation Council, Queen`s University, School of Computing, **Appointed: 2004 – 2007**
- Member, IBM Canadian Technical Excellence Council, **Elected: 2002 – 2007**

RESEARCH AWARDS

Active Research Grants:

- Mitacs Accelerate, *Multi-Perspective Text Analysis of Social Knowledge Networks*, 2017-2019 \$197,500 over 2 years (\$50,000 to **K. Lyons** over 2 years) PI: E. Stroulia, University of Alberta, Co-PIs: **K. Lyons**, University of Toronto and L. Lefsrud, University of Alberta, with Partner Organizations, IBM Canada, COSIA, Cerebri AI, and SOSCIP.

- NSERC Strategic Project Grant; *Data-Driven Knowledge Mobilization, Translation & Innovation* 2015-2018: \$747,000 over 3 years; PI: **K. Lyons**, Co-PIs: K. Booth, UBC; R. Miller, University of Toronto; E. Stroulia, University of Alberta.
- NSERC Discovery Grant; *Interaction Systems for Smarter Service Engagements*; 2013-2018; \$75,000 over 5 years; PI: **K. Lyons**

Completed Research Grants:

- IBM CAS Fellowship and MITACS Accelerate, *Measuring Knowledge Translation in Academic / Industry Collaborations*, 2016: \$15,000 over 6 months; PI: **K. Lyons**, Co-PI: E. Stroulia, University of Alberta.
- CFI-JELF (formerly LOF) competition June 2013; *Large Scale Analysis of Textual Repositories*, PI: Kelly Lyons (transition from Periklis Andritsos), \$69,021 one time for equipment
- NSERC Engage Grant with Dell Canada May-October, 2015; *Semantic Information Extraction for Creating an Expertise Knowledge Base* \$25,000 over 1 year; PI: **K. Lyons**
- NSERC Engage Grant with Sciencescape; *Investigating Social Network Analysis (SNA) for Recommendation Systems in Science Research Discovery*; 2014; \$24,900 over 1 year; PI: **K. Lyons**
- GRAND (Graphics, Animation, and New Media) Network, *Media Enabled Organizational Workflow, Collaboration in the GRAND Forum*; Project Leader: Eleni Stroulia (University of Alberta); Project Co-Leader: Kellogg Booth, University of British Columbia; 2013-2014; \$15,000 over 1 year Collaborating Network Investigator: **K. Lyons**
- MITACS Accelerate Grant with CA Technologies: *Analyzing user communities using the Social Network Analysis framework*; 2012; \$15,000 over 6 months; PI: **K. Lyons** with Doctoral Student, Z. Hayat
- SAP Business Objects Academic Research Center Grant Fellowship and Faculty Grant; *Collaborative Decision Making*; 2009– 2011; \$112,959 over 3 years; PI: **K. Lyons**
Matched with an NSERC Collaborative Research and Development Grant; *Collaborative Decision Making in Software Engineering over Distance*; 2010 – 2012; \$158,790 over 3 years; PI: **K. Lyons**
Total: \$271,749 over 3 years
- 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; One of two Canadian award recipients out of 50 faculty members from 40 universities in 14 countries.
- 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**

PATENTS AWARDED

- Hawkins, J. L., Khusial, D., **Lyons, K. A.**, McAllister, M. J., McKegney, R., McKenna, M. D., & Slonim, J. *System and Method for Resolving Interdependencies between Heterogeneous Artifacts in a Software System*, US Patent 8,707,260. Washington, DC: U.S. Patent and Trademark Office, Filed 2008; Awarded: April 2014.

PATENTS FILED

- Brisebois, M., **Lyons, K.**, Ghadiri Bashardoost, B., Perrie, J., Silberman, G., and Morris, C., *Automatically Generated Employee Profiles*, Patent filed with USPTO (United States Patent and Trademark Office) April 29, 2016, Assignee Dell Software, Inc.
- 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.

PUBLICATIONS

Book

1. Akl, S. G., & **Lyons, K. A.** (1992). *Parallel computational geometry*. Englewood Cliffs, NJ: Prentice Hall.
Book content extended Ph.D. Depth Paper

Refereed Book Chapters

2. J. Spohrer, H. Demirkan, & **K. Lyons.** (2015). Social Value: A Service Science Perspective, *Service Systems Science: Translational Systems Sciences*, Volume 2, 3-35.
3. **Lyons, K.**, & Marks, S. (2012). A distributed-cognition based method for finding social feature opportunities in business services. In L. E. Freund, (Eds.), *Advances in the Human Side of Service Engineering* (pp. 159-168). CRC Press.
4. **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* (pp. 175-188). New York, NY: Springer. DOI: 10.1007/978-1-4419-8270-4_10.

Refereed Journal Publications

5. Frost, R., & **Lyons, K.** (2017). Service Systems Analysis Methods and Components: A Systematic Literature Review. *Service Science*, 9(3), 219-234.
6. Rehman, S., **Lyons, K.**, McEwen, R., & Sellen, K. (2017). Motives for sharing illness experiences on Twitter: Conversations of parents with children diagnosed with cancer, *Journal of Information, Communication & Society*, 1-16.

7. Hayat, T. & **Lyons, K.** (2017). A typology of collaborative research networks, *Online Information Review*, 41(2), 155-170, doi: 10.1108/OIR-11-2015-0368.
8. **Lyons, K.**, & Tracy, S. (2013). Characterizing organizations as service systems. *Journal of Human Factors and Ergonomics in Manufacturing & Service Industries*, 23, 19–27. DOI: 10.1002/hfm.20517. Published online first May 11, 2012.
9. Tracy, S., & **Lyons, K.** (2013). Service systems and the social enterprise. *Journal of Human Factors and Ergonomics in Manufacturing & Service Industries*, 23, 28–36. DOI: 10.1002/hfm.20516. Published online first May 11, 2012.
10. **Lyons, K.**, Messinger, P. R., Niu, R. H., & Stroulia, E. (2012). A tale of two pricing systems for services. *Information System and e-Business Management*. Secaucus, NJ: Springer-Verlag New York, Inc., 19-42. DOI: 10.1007/s10257-010-0151-3. Published online first November 26, 2010.
11. Messinger, P. R., Stroulia, E., **Lyons, K.**, Bone, M., Niu, R. H., Smirnov, K., & Perelgut, S. (2009). Virtual worlds—past, present, and future. New directions in social computing. *Decision Support Systems*, 47(3), 204-228. DOI: 10.1016/j.dss.2009.02.014.
Identified #17 in the Top 25 Hottest Articles from Science Direct (Computer Science) Journals from October to December 2009
12. **Lyons, K.**, Playford, C., Messinger, P. R., Niu, R. H., & Stroulia, E. (2009). Business models in emerging online services. In M. L. Nelson, M. J. Shaw, & T. J. Strader (Eds.), *Lecture Notes in Business Information Processing* (pp. 44-55), 36(1). DOI: 10.1007/978-3-642-03132-8_4
13. Messinger, P. R., Ge, X., Stroulia, E., **Lyons, K.**, Smirnov, K., & Bone, M. (2008). On the relationship between my avatar and myself. *Journal of Virtual Worlds Research: Consumer Behavior in Virtual Worlds*, 1(2), 17 pages. DOI: 10.1007/s10257-010-0151-3. Retrieved from <http://journals.tdl.org/jvwr/article/view/352/263>.
14. Kim, H. M., **Lyons, K.**, & Cunningham-Kim, 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*, 1(1), 19 pages. DOI: 10.1109/HICSS.2008.459. Retrieved from <http://journals.tdl.org/jvwr/article/view/289/243>.
15. Messinger, P. R., Stroulia, E. & **Lyons, K.** (2008). A typology of virtual worlds: Historical overview and future directions. *Journal of Virtual Worlds Research*, 1(1), 8 pages. Retrieved from <http://journals.tdl.org/jvwr/article/view/291/245>.
16. **Lyons, K. A.**, Meijer, H., & Rappaport, D. (1998). Algorithms for cluster busting in anchored graph drawing. *Journal of Graph Algorithms and Applications*, 2(1), 1-24. DOI: 10.1.1.40.4608.
Result of my Ph.D. research
17. Wong, J. W., & **Lyons, K. A.** et al. (1997). Enabling technology for distributed multimedia applications. *IBM Systems Journal*, 36(4), 489-507. DOI: 10.1.1.21.1280.

18. Perelgut, S. G., Silberman, G. M., **Lyons, K. A.**, & Bennet, K. L. (1997). Overview: The Centre for Advanced Studies, *IBM Systems Journal*, 36(4), 474-488. DOI: 10.1147/sj.364.0474.
 19. **Lyons, K. A.**, & Rappaport, D. (1994). An efficient algorithm for identifying objects using robot probes. *The Visual Computer*, 10(8), 452-458. DOI: 10.1007/s10257-010-0151-3.
- Result of my Masters research**

Refereed Conference Publications (Full Papers)

(acceptance rates indicated where known)

20. Li, Y., **Lyons, K.** (2016). Word Representation Using a Deep Neural Network. In Proceedings of the Centre for Advanced Studies Conference (CASCON) 2016, (Markham, Ontario, October 31 – November 2, 2016), 10 pages. (acceptance rate: 31.7%)
21. Ghadiri Bashardoost, B., **Lyons, K.**, & Leung, R. (2016). A Goal-oriented Approach for Designing Collaboration Processes. In *Proceedings of the 49th Hawaii International Conference on System Sciences, Processes and Technologies for Small and Large Team Collaboration Mini-Track* (Kauai, Oahu, HI, January 5-8, 2016), 10 pages. (acceptance rate: 50%) **Nominated for a Best Paper Award**
22. Nasir, M., **Lyons, K.**, Leung, R., Bailie A., & Whitmarsh, F. (2015). The Effective of Collaborative Games on Group Work. In *Proceedings of the Centre for Advanced Studies Conference (CASCON) 2015*, (Markham, Ontario, November 2-4, 2015), 10 pages. (acceptance rate: 23.8%) **Winner: Best Paper Award**
23. **Lyons, K.** & Oh, C. (2015). SOA₄DM: Applying an SOA Paradigm to Coordination in Humanitarian Disaster Response. In the Proceedings of the Software Engineering in Society Track, ICSE 2015. Florence, Italy, May 2015, 4 pages (acceptance rate: 28%).
24. Bashardoost Ghadiri, B., Christodoulakis, C., Yeganeh, S. H., Hassanzadeh, O. Miller, R. J. and **Lyons, K.** (2015). VizCurator: a Visual Tool for Curating Open Data, In Proceedings of the 24th International Conference on World Wide Web Companion 2015, Florence, Italy, May 2015, 195-198.
25. Maemura, E., Turner, D., Perrie, J., **Lyons, K.**, & Stroulia, E. (2014). GRAND Multidisciplinarity: The Way We Are. *RNote Paper in GRAND Conference*, May 14-16, 2014, Ottawa, ON, 4 pages.
26. Moradian, A., Nasir, M., **Lyons, K.**, Leung, R., & Elliott Sim, S. (2014). Gamification of Collaborative Idea Generation and Convergence. In *CHI 2014 extended abstracts on Human factors in Computing Systems*, 1459-1464. ACM.
27. Nasir, M., **Lyons, K.**, Leung, R., & Moradian, A. (2013). Cooperative games and their effect on group collaboration. In *Design Science at the Intersection of Physical and Virtual Design*, 502-510. Springer Berlin Heidelberg.
28. Dong, F., **Lyons, K.**, McAllister, M., Binnie, A., Lee, R., Tsumura, M., & Lui, F. (2012). Collaborative decision making: An implementation of the Delphi approach in a social platform. Published in *CASCON 2012*, 57-71. (acceptance rate: 34%)

29. **Lyons, K.**, & Lessard, L. (2012). S-FIT: A technique for integrating social features in existing information systems. Published in *Proceedings of the 7th Annual iSchool Conference (iConference)* (Toronto, ON, February 7-10, 2012), 263-270. DOI: 10.1145/2132176.2132210. (acceptance rate: 33%)
30. **Lyons, K.**, Lessard, L., & Marks, S. (2011). Integrating social features in service systems: The case of a library service. Published in the *AMCIS 2011 Proceedings - Paper 244. (American Conference on Information Systems)* (Detroit, MI, August 4-8, 2011), 9 pages. (acceptance rate: 58.8%)
http://aisel.aisnet.org/amcis2011_submissions/244
31. King, A., & **Lyons, K.** (2011). Automatic status updates in distributed software development. Published in the *Proceedings of the 2nd International Workshop on Web 2.0 for Software Engineering* (Waikiki, Honolulu, HI, May 24, 2011), 19-24. DOI: 10.1145/1984701.1984705. (acceptance rate: 60%)
32. Bajic, D., & **Lyons, K.** (2011). Leveraging social media to gather user feedback for software development. Published in the *Proceedings of the 2nd International Workshop on Web 2.0 for Software Engineering* (Waikiki, Honolulu, HI, May 24, 2011), 1-6. DOI: 10.1145/1984701.1984702. (acceptance rate: 60%)
33. Hayat, Z., & **Lyons, K.** (2010). The evolution of the CASCON community: A social network analysis. Published in the *Proceedings of CASCON 2010* (Markham, ON, November 1-4, 2010), 1-12. DOI: 10.1145/1923947.1923949. (acceptance rate: 27%)
34. **Lyons, K.** (2010) Service science in iSchools. Published online in the *Proceedings of the 5th Annual iSchool Conference* (University of Illinois at Urbana-Champaign, IL, February 3-6, 2010), 5 pages.
http://nora.lis.uiuc.edu/images/iConferences/2010papers_Allen-Ortiz.pdf. (acceptance rate: 67%)
35. 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* (Macau SAR, P. R. China, October 12-14, 2009), 694-701. DOI: 10.1109/MOBHOC.2009.5336935. (acceptance rate: 31.7%)
36. 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)* (Sofia, Bulgaria, July 26-29, 2009). (acceptance rate: 53%)
37. 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*, (Singapore, July 20-24, 2008), 7-10. (acceptance rate: 17%)
38. Kim, H., **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 41st Hawaii International Conference on System Sciences, Services Science Mini-Track* (Waikoloa, Big Island, HI, January 7-10, 2008), 10 pages. DOI: <http://doi.ieeecomputersociety.org/10.1109/HICSS.2008.459>.

39. 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)* (Boulder, CO, March 26-28, 2007), 8 pages. **Best Paper Nominee**
40. 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)*, (London, ON, June 5-7, 2006), 231-234. DOI: 10.1109/POLICY.2006.23.
41. 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* (Madison, WI, June 2002), 49-54. DOI: 10.1145/564691.564769.
42. 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* (Las Vegas, NV, September 20-23, 1995), 194-201. DOI: 10.1109/ICCCN.1995.540119.
43. **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 (Toronto, ON, October, 1993), 1148-1163. DOI: <http://doi.acm.org/10.1145/962417>.
44. 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 (Toronto, ON, October, 1993), 621-636. DOI: <http://doi.acm.org/10.1145/962369>.
45. **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 (Toronto, ON, November, 1992), 7-17. DOI: <http://doi.acm.org/10.1145/962284>.
Co-Winner Best Student Paper
46. 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 (Toronto, ON, November, 1991), 363-391. DOI: <http://doi.acm.org/10.1145/962138>.
47. 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* (Vancouver, BC, August 1991), 118-121.

Refereed Conference Publications (Abstracts)

48. Hayat, Z., **Lyons, K.**, Lovett, J. J., & Creek, S. (2015). Network structure and information flow in organizational networks. Sunbelt XXXV, Brighton, UK 23-28 June 2015.

49. **Lyons, K.**, Abdel-Raziq, N., Powley, W., & Lutfiyya, H. (2014). Taking Stock after Four Years: A Report on the Ontario Celebration of Women in Computing, Women and Technology Carleton University Conference, April 16, 2014.
50. Ivanov, A. O., **Lyons, K.** (2013). Analyzing Online Audiovisual Cultural Heritage Collections as a Service System, LARM Conference, November 14-15, 2013, University of Copenhagen, Digital Archives, Audiovisual Media, Cultural Memory.
51. Hayat, Z. & Lyons, K. (2013). Coauthorship networks and collaboration typologies: the case of CASCON. Presented at the 63rd Annual Conference of the International Communication Association. London, UK. June 17-21, 2013.(Extended Abstract)
52. **Lyons, K.**, Chuang, S., & Choo, C. W. (2012). Towards a conceptual framework for managing social media in enterprise online communities. In *Proceedings of iSchools Conference (iConference)* (Toronto, ON, 7-10 February 2012), 626-628. DOI: 10.1145/2132176.2132315.
53. **Lyons, K.**, & Hayat, Z. (2011). SNA based insights for the development of collaborative research networks. Abstract 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>
54. Peco, M. J., & **Lyons, K.** (2011). Internet utilization in decision making among emergent knowledge workers. Abstract published in the Proceedings of the iConference (Seattle, WA, February 8-11, 2011), 743-745. DOI: [10.1145/1940761.1940893](https://doi.org/10.1145/1940761.1940893).
55. 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* (December 11, 2010), 10(125). <http://sprouts.aisnet.org/10-125>
56. Corbett-Cyr, J., & **Lyons, K.** (2009). Tweet, tweet: Information diffusion in an informal online network. Abstract published in the Proceedings of the *International Sunbelt XXIX* (Bahia Hotel, Mission Beach San Diego, CA, March 10-15, 2009).
57. **Lyons, K.** (2008). A research landscape for service science, management, and engineering research. Abstract published in the Pre-ICIS (International Conference on Information Systems) SIGSVC (Special Interest Group on Services) Workshop (Paris, France, December 12, 2008).
58. 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* (St. John's, Canada, June 2003).
59. 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* (Madison, WI, June 3-6, 2002), 616-616.

60. Zilio, D., Lightstone, S., **Lyons, K.**, & Lohman, G. (2001). Self-managing technology in IBM DB2 universal database. Published in the Proceedings of the 2001 ACM Tenth International Conference on Information and Knowledge Management, Georgia Industry Session Data Management: Beyond the Traditional (Atlanta, GA, November 5-10, 2001), 541-543. DOI: 10.1145/502585.502682.

Technical Reports

61. Kolari, P., Finin, T., Yesha, Y., **Lyons, K.**, Perelgut, S., & Hawkins, J. (2006). *Policy management of enterprise systems: A requirements study*. (UMBC Technical Report: TR-CS-06-02).
62. **Lyons, K.A.**, & Williams, M. (1999). *CASCON'99 workshop report: Future women in technology*. (IBM Technical Report: TR-74.170b).
63. **Lyons, K. A.**, & Mendelzon, A. (1999). *CASCON'99 Workshop report: Databases for decision support*. (IBM Technical Report: TR-74.170a).
64. **Lyons, K. A.**, & Williams, M. (1998). *CASCON'98 workshop report: Women in technology: Jump into IT!* (IBM Technical Report: TR-74.165i).
65. **Lyons, K. A.**, Meijer, H., & Rappaport, D. (1990) *Minimum polygon stabbers of isothetic line segments*. Department of Computing and Information Science, Queen's University, Ontario, Canada.

Non-Refereed Publications

66. Luo, D. & **Lyons, K.** (2017). CASCONet: A Conference dataset. 5 pages. [arXiv:1706.09485 \[cs.DL\]](https://arxiv.org/abs/1706.09485)
67. **Lyons, K.** (2015). All I Really Need to Know (About Work), I Learned in CAS. In CAS and CASCON Honouring 25 Years of IBM Research and Innovation, (Eds.) M. Litoiu, K. Lyons, H.Müller, & J. Ng 14-17.
68. Litoiu, M., **Lyons, K.**, Müller, H., & Ng, J., Editors (2015). CAS and CASCON Honouring 25 Years of IBM Research and Innovation, 109 pages.
69. **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).
70. **Lyons, K.** (Summer 2008). Why are fewer women entering technology careers? *Informed*, 15.
71. **Lyons, K.** (2007). Workshops of CASCON 2007. *Proceedings of the 2007 CASCON* (Markham, ON, October, 2007), 356-365. DOI: 10.1145/1321211.1321260.
72. Smith, P. W., & **Lyons, K. A.** (2004). User experience in the first ARISE distributed classroom. *eLearn Magazine*, 2004(3), 2. DOI: 10.1145/975809.975813.

Refereed Posters and Demonstrations

73. Ge, K., **Lyons, K.**, Roberts, M., Bennet, K., & Silberman, G. (2017) Classifying Text by Conveyed Expertise Level, Poster presented at the Consortium for Software Engineering Research Fall Workshop, November 5, 2017.
74. Huynh, S., **Lyons, K.**, & Croteau, M. (2017) Visualizing characteristics of successful commercialisation from university-industry research collaboration, Poster presented at the Consortium for Software Engineering Research Fall Workshop, November 5, 2017.
75. Li, Y., Ng, T., Lau, D., Serrano, D., Stroulia, E., & **Lyons, K.** (2016). *Conference User Application*, Poster presented at Centre for Advanced Studies Conference (CASCON) 2016, Markham, Ontario, October 31 – November 2, 2016.
76. Serrano, D., Stroulia, E., Li, Y., Luo, D., **Lyons, K.**, Ng, T., Lau, D., Onut, V., & Mindel, M. (2016). *Reflecting on Research Networks*, Poster presented at Centre for Advanced Studies Conference (CASCON) 2016, Markham, Ontario, October 31 – November 2, 2016.
77. Li, Y., Turner, D., Maemura, E., Serrano, D., **Lyons, K.**, & Stroulia, E. (2016). *Comparing Measures of Research Output*, Poster presented at VIVO 2016 Conference, Denver, Colorado, August 17-19, 2016.
78. Perrie, J., Ghadiri Bashardoost, B., **Lyons, K.**, Brisebois, M., Silberman, G., Morris, C. (2015). *Extracting Professional Profiles from Patent Data*, Poster presented at the Consortium for Software Engineering Research Fall Workshop, November 1, 2015.
79. Perrie, J., **Lyons, K.**, & Stroulia E. (2015). City on the River: Visualizing Individual and Group Collaboration Over Time, Poster presented at CSER Spring Workshop, March 1, 2015, Montreal, QC.
80. Maemura, E., Turner, D., Perrie, J., Stroulia, E., & **Lyons, K.** (2014). Multidisciplinarity Measures in GRAND, Poster presented at GRAND Conference, May 14-16, 2014, Ottawa, ON.
81. Perrie, J., **Lyons, K.**, & Stroulia, E. (2014). Using Document Similarity Approaches to Enhance Collaboration Opportunities, Poster presented at GRAND Conference, May 14-16, 2014, Ottawa, ON.
82. Perrie, J. & **Lyons, K.** (2014) City by the River: An Interactive Visualization for Researcher Collaboration & Product Output, Poster presented at the CSER Spring Workshop, May 5-6, 2014, Edmonton, AB **Winner: Best Poster Award**
83. B. Ghadiri Bashardoost, **K. Lyons**, R. Leung. (2013). A Hybrid Model for Designing Collaborative Processes, Poster presented at the CSER (Consortium for Software Engineering Research) Fall Workshop, November 17, 2013, Markham, ON.

84. Nasir, M., **Lyons, K.**, Leung, R., Whitmarsh, F., & Bailie, A. (2013). The Effect of Collaborative Games on Group Work, Poster presented at the CSER (Consortium for Software Engineering Research) Fall Workshop, November 17, 2013, Markham, ON.
85. Moradian, M. A., **Lyons, K.**, Nasir, M., & Leung, R. (2012). Gamifying Collaborative Decision Making. Workshop on Information Technologies and Systems 2012 Poster and Demonstration (Orlando, FL, December 15-16, 2012)
86. Moradian, M. A., **Lyons, K.**, Nasir, M., & Leung, R. (2012). Gamifying Collaborative Decision Making. CSER 2012 Poster (Markham, ON, November 4, 2012)
Winner: Best Poster Award
87. **Lyons, K.**, Chuang, S., & Choo, C. W. (2012). Towards a conceptual framework for managing social media in enterprise online communities. iConference 2012 Poster Session (Toronto, ON, February, 2012).
88. Peco, M. J., & **Lyons, K.** (2011). Internet utilization in decision making among emergent knowledge workers. *iConference 2011* Poster Session (Seattle, WA, February, 2011).
89. King, A., & **Lyons, K.** (2010). Automatic status updates in collaborative software development. *Consortium for Software Engineering Research Fall Workshop*, Poster Presentation (Markham, ON, October, 2010).
90. King, A., & **Lyons, K.** (2010). Automated user status update in closed collaborative environments. *CASCON 2010* Technology Showcase Demonstration (Markham, ON, November, 2010).
91. Dong, F., & **Lyons, K.** (2010). Moving traditional group decision making techniques into social media platforms. *CASCON 2010* Technology Showcase Poster (Markham, ON, November 2010).
92. 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 (Markham, ON, October, 2010).

Media

93. Hilson, G., (July 15, 2015) *U of T and Dell Research collaborate on how to find expertise within an organization*, IT World Canada, <http://www.itworldcanada.com/article/u-of-t-and-dell-research-collaborate-on-how-to-find-expertise-within-an-organization/375914>
94. Serebrin, J. With tech giants like Google going after female talent, how can startups compete?, *The Globe and Mail*, January 18, 2016, <http://www.theglobeandmail.com/report-on-business/small-business/talent/with-tech-giants-like-google-going-after-female-talent-how-can-startups-compete/article28073328/>
95. Bathke, B. How public schools aren't living up to our expectations in computer science education, *Dallas Morning News*, December 18, 2015, <http://www.dallasnews.com/opinion/latest->

[columns/2015/12/18-benjamin-bathke-how-public-schools-arent-living-up-to-our-expectations-in-computer-science-education.ece](http://www.columns.utoronto.ca/2015/12/18/benjamin-bathke-how-public-schools-arent-living-up-to-our-expectations-in-computer-science-education.ece)

96. Bathke, B. The importance of early exposure to STEM fields, The Deseret News, November 9, 2015, <http://www.deseretnews.com/article/865641034/Preparing-for-jobs-in-STEM-fields-should-begin-as-early-as-elementary-school.html?pg=all>
97. 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#ixzz16DRoXvjx>

CONFERENCES, EDITORIAL BOARDS, PRESENTATIONS, AND SPECIAL LECTURES

Editorial Boards

Associate Editor, Handbook of Service Science, Volume II, 2016-2017.

Member, Editorial Board, *Service Science (Journal)*, 2013-present.

Associate Editor, In Search of a New Alignment in Service Research: An Unprecedented, Dual-Journal Call for Papers (Informs Service Science and IEEE Transaction Services Computing), 2015-2016.

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

Member, Editorial Board, *Journal of Service Science*, 2009-2011.

Conference Organization

Program Co-Chair, IBM Centre for Advanced Studies Conference (CASCON), 2017 (with J. Wigglesworth, IBM).

Member, Steering Committee, IBM Centre for Advanced Studies Conference (CASCON), 2015-present.

Member, Steering Committee, Ontario Celebration of Women in Computing / Canadian Celebration of Women in Computing, 2010-present.

Associate Editor, International Conference on Information Systems, IT and Service Management Track, 2012, Track Co-Chairs: V. Grover and E. Wang (Orlando, FL, December 16-19, 2012).

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).

Workshops Chair, 7th Annual iSchool Conference 2012 (iConference), Conference Chair: J.-E. Mai (Toronto, ON, February 7-10, 2012).

Conference Co-Chair, with 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 Services Track, 2010, Track Co-Chairs: S. Conger and A. Hochstein (St. Louis, MO, December 12 - 15, 2010).

Mini-Track Co-Chair, with H. Kim, 14th America's Conference on Information Systems, Mini-Track: "Virtual Worlds and Immersive Business," Track E-business and E-commerce (Toronto, ON, August 14-17, 2008).

General Co-Chair, CASCON 2005 (Toronto, ON, October 17-20, 2005).

General Co-Chair, CASCON 2004 (Toronto, ON, October 4-7, 2004).

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).

Conference Program Committee Membership

2017/2018: Program Committee Membership:

- International Conference on Software Engineering (ICSE'18)
- ACM / IEEE International Symposium on Empirical Software Engineering and Measurement (ESEM), 2017

2016/2017: Program Committee Membership:

- 26th Annual CASCON 2016 Conference (Markham, Ontario, 8-10 November, 2016)
- Most Influential Paper Award Committee, 26th Annual CASCON 2016 Conference

2015/2016: Program Committee Membership:

- 25th Annual CASCON 2015 Conference (Markham, Ontario, 2-4 November, 2015)
- 7th International Workshop on Social Software Engineering (SSE) (Bergamo, Italy, 1 September, 2015)
- The 38th International Conference on Software Engineering (ICSE), Software Engineering in Society (SEIS) Track (Austin, TX, 14 - 22 May, 2016)

2013/2014: Program Committee Membership:

- 23rd Annual CASCON 2013 Conference (Markham, Ontario, 18-20 November, 2013).
- 9th Annual iSchool Conference (iConference), (Berlin, Germany, 4-7 March 2014).
- 41st Annual Conference of the Canadian Association of Information Science (Victoria, British Columbia, 6-8 June 2013).
- 5th International Workshop on Social Software Engineering Workshop (Saint Petersburg, Russia, 18 August 2013).

2012 Program Committee Membership:

- Ph.D. Forum Session Track at Grace Hopper Celebration of Women in Computing (Baltimore, MD, 3-6 October 2012).
- iConference 2012 (Toronto, ON, 7-10 February 2012).

2011 Program Committee Membership:

- Web2SE Workshop at the International Conference on Software Engineering (Waikiki, Honolulu, HI, 24 May 2011).
- New Investigators Committee, Grace Hopper Celebration of Women in Computing (Portland, OR, 9-12 November 2011).
- CASCON 2011

2010 Program Committee Membership:

- CASCON 2010 (Markham, ON, 1-4 November 2010).
- First Decade High Impact Papers at CASCON 2010 (Markham, ON, 1-4 November 2010).
- Symposium on the Personal Web at CASCON 2010 (Markham, ON, 3 November 2010).
- First International Conference on Exploring Services Science (IESS) (Geneva, Switzerland, 17-19 February 2010).
- Workshop on Information Technologies and Systems (WITS) (St. Louis, MO, 11-12 December 2010).

2009 Program Committee Membership:

- Services Cup 2009, at the International Conference on Web Services (Los Angeles, CA, 6-10 July 2009).
- CASCON 2009 (Markham, ON, 2-5 November, 2009).
- Workshop on Information Technologies and Systems (WITS) (Phoenix, AZ, 14-15 December 2009).

2008 Program Committee Membership:

- Services Computing Conference (Honolulu, HI, 8-11 July 2008).
- CASCON 2008 (Markham, ON, 27-30 October 2008).

2007 Program Committee Membership:

- International Workshop on Systems Development in SOA Environments, SDSOA 2007, Co-located with the 29th International Conference on Software Engineering (ICSE 2007), (Minneapolis, MN, 20-26 May 2007).
- CASCON 2007 (Richmond Hill, ON, 22-25 October 2007).

2005 Program Committee Membership:

- CASCON 2005 (Markham, ON, 17-20 October 2005).

2004 Program Committee Membership:

- CASCON 2004 (Markham, ON, 5-7 October 2004).

2003 Program Committee Membership:

- CASCON 2003 (Markham, ON, 6-9 October 2003).

1996 Program Committee Membership:

- Second International Workshop on Multimedia Database Management Systems (Blue Mountain Lake, NY, 1 January 1996).

1995 Program Committee Membership:

- First International Workshop on Multimedia Database Management Systems (Blue Mountain Lake, NY, 28 August 1995).

Workshop Organization

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

Lyons, K., Stroulia, E., Miller, R., Booth, K. *Second Annual Data-driven Knowledge Mobilization Workshop*. Centre for Advanced Studies Conference (CASCON) 2017, (Markham, Ontario, November 6 – 8, 2017)

Lyons, K., Stroulia, E., Luo, D., Miller, R., Onut, V. *Data-driven Knowledge Mobilization*. Centre for Advanced Studies Conference (CASCON) 2016, (Markham, Ontario, October 31 – November 2, 2016)

Lyons, K. *Characterizing Service Systems*, at the First International Conference on the Human Side of Service Engineering (San Francisco, CA, 20-25 July 2012).

Stroulia, E., Galetanu, M., Pacholski, P., **Lyons, K.,** & Messinger, P. *Virtual Worlds for Modeling Complex Processes Between People and Systems*, at CASCON 2010 (Markham, ON, November 2010), pp. 394-396.

Lyons, K., Kark, A., Gates, C., McAllister, M., Müller, H., & Silberman, G. *Ten Trends and their Impact on Software Engineering* at Consortium for Software Engineering Research Fall Workshop (Markham, ON, November 2009).

Ratto, M., Hockema, S., Phillips, D., **Lyons, K.** & Clement, A. *Making and Doing: Critical Engagement Within Interdisciplinary iSchools* at the iSociety: Research, Education, Engagement, Fourth iSchools Conference (University of North Carolina at Chapel Hill, NC, 8-11 February 2009).

Lyons, K., Stroulia, E., Messinger, P., & Perelgut, S. *Research Progress in Service Science, Management, and Engineering* at CASCON 2008 (Markham, ON, 28 October 2008).

Stroulia, E., Messinger, P., **Lyons, K.,** Perelgut S., Kim, H., Yesha, Ye., & Yesha, Ya. *Towards a Research Tradition in Services Science, Management, and Engineering* at CASCON 2007 (Markham, ON, 25 October 2007).

Lyons, K., Litoiu, M. & Kontogiannis, K. *Workshop on Services Science* at the Consortium for Software Engineering Research (CSER) Spring Meeting (Markham, ON, April 2007).

Lyons, K., & Marland, L. *Applying the CAS Collaborative Model to Services Research* at CASCON 2006 (Markham, ON, 17 October 2006).

Slonim, J. & **Lyons, K.** MITACS Workshop on Network and Information Security (Halifax, NS, 8-9 February 2006).

Lyons, K., & Marland, L. *Services Science, Management, and Engineering* at CASCON 2005 (Markham, ON, 20 October 2005).

Chignell, M., Smith, P. W., Balakrishnan, R., & **Lyons, K.** *Visualizing and Integrating Asynchronous and Synchronous Collaboration* at CASCON 2003 (Markham, ON, 9 October 2003).

Lyons, K., & Savoie, R. *Research Directions in Distance Learning* at CASCON 2002 (Markham, ON, 3 October 2002).

Mendelzon, A. O. & **Lyons, K.** *Databases for Decision Support* at CASCON 1999 (Markham, ON, 9 November 1999).

Curriculum and Service Workshop Organization

Lyons, K. & Smith, J. *Unconscious Bias in Hiring and Promotion*, at the 2nd Annual ACM Canadian Celebration of Women in Computing (Can-CWiC) (Montreal, QC, 3 November 2017).

Lyons, K., McIlraith, S., Mousavi, P., Silberman, G. & Crane, M. *Careers in Academia and Industry* at Ontario Celebration of Women in Computing (Kingston, ON, 23 October 2010).

Lyons, K., Yu, E., McKegney, R., Grundke, E. & Lunt, B. *Technology Curriculum for the Information Society* at CASCON 2008 (Markham, ON, 30 October 2008).

Yesha, Ye., Yesha, Ya., **Lyons, K.**, Perelgut, S., Stroulia, E., & Messinger, P. *Addressing the Services Science, Management, and Engineering Curriculum: Now and Future* at CASCON 2007 (Markham, ON, 23 October 2007).

Lyons, K., Scott, D., & Slonim, J. *Addressing the Urgent Decline in Enrolment in Computer Science* at CASCON 2007 (Markham, ON, 24 October 2007).

Morrell, C., **Lyons, K.**, Frize, M., Yesha, Ye., & Holmes, A. *Tenth Workshop on Women in Technology: Global Transformation for Women & ICT* at CASCON 2005 (Markham, ON, 18 October 2005).

Morrell, C., **Lyons, K.**, & Yesha, Ye. *Women in Technology: Global Transformation* at CASCON 2004 (Markham, ON, 6 October 2004).

Lyons, K., Hansman, L., & Keenleyside, A. *Women in Technology* at CASCON 2003 (Markham, ON, 7 October 2003).

Muller, H., Perelgut, S., **Lyons, K.**, & Yesha, Ye. *Materials for Educating Young People About Software* at CASCON 2003 (Markham, ON, 8 October 2003).

Perelgut, S., & **Lyons, K.** *Women in Technology: Coping with Imposter Syndrome* at CASCON 2002 (Markham, ON, 2 October 2002).

Lyons, K., Andonoff, N., & Powley, W. *Designing for Diversity* at CASCON 2001 (Markham, ON, 7 November 2001).

Williams, M., & **Lyons, K.** *Future Women in Technology* at CASCON 1999 (Markham, ON, 10 November 1999).

Lyons, K., & Williams, M. *Women in Technology: Tackling the Issues* at CASCON 1998 (Markham, ON, 2 December 1998).

Invited Lectures

Lyons, K. (2017). Invited Panelist, Computing in the Real World, Moderated by: Allen Lalonde, Sr. IBM Canada with Panelists, K. Lyons, University of Toronto, V. Williamson, Seneca College, D. Landers, IBM Canada Ltd., J. Coll, Bombardier, Business Higher Education Roundtable, SOSICIP.

Lyons, K. (2017). Studying Service Systems and Social Features through Industrial-Relevant Research Projects, Invited Research Talk, 2nd Annual ACM Canadian Celebration of Women in Computing (Can-CWiC) (Montreal, QC, 3 November 2017).

Lyons, K. (2017). A Journey from Industry to Academia with Service Systems and Social Features, Invited Speaker, Distinguished Lecture Series, Queen's University School of Computing, (Kingston, Ontario, February 2, 2017).

Lyons, K. (2016). Collaborative Games and Group Work, Invited Speaker, Markham Public Library, Staff Conference (Markham, Ontario, May 22, 2016)

Lyons, K. (2016). Service Systems and Social Features, Inaugural Speaker, Distinguished Talk series at Kobo (Toronto, Ontario, May 11, 2016).

Lyons, K. (2016). Social Platforms to Support Interactions in Service Systems, Invited Seminar, Social Media Lab Speaker Series, Ryerson Social Media Lab (Toronto, Ontario, April 15, 2016)

Lyons, K. (2015) Invited speaker, Industrial Panel, Service Engineering in Industrial Companies: Challenges, opportunities and solutions. Chaired by: S. Cavalieri, and Z. M. Ouertani, at INCOM 2015, 15th IFAC/IEEE/IFIP/IFORS Symposium on Information Control Problems in Manufacturing, (Ottawa, Ontario, May 11-13, 2016)

Lyons, K. (2015). Games at Work, Invited Seminar, Dell Software Research (Santa Clara, California, April 17, 2015)

Lyons, K. (2015). Service Science, Service Systems, and Service Oriented Architectures. Invited Research Seminar, Faculty of Computer Science, Dalhousie University (Halifax, NS, March 10, 2015)

Lyons, K. (2015). Motivating, Supporting, and Measuring Collaboration in Teams. Invited Seminar, Department of Computer Science, University of Saskatchewan (Saskatoon, SK, March 6, 2015)

Lyons, K. (2015). Women In Technology: Trends, Opportunities, and Strategies for Success, Invited Lecture, University of Saskatchewan (Saskatoon, SK, March 5, 2015), **Sponsored by the President's Diversity Enhancement and Role Model Speaker Fund**

Lyons, K. (2014). Social Platforms as Collaborative Work Tools. Seminar, Seminar on Social Networks, Big Data, Influence, and Decision-Making, University of Toronto (Toronto, ON, October 29, 2014)

Lyons, K. (2013). Social Features and Collaborative Decision Making. Invited Seminar, Software Engineering Group, Ryerson University, invited by Prof. Ayse Bener (Toronto, Ontario, October 21, 2013).

Lyons, K. (2013). Social Platforms and Collaboration in Research Networks. Invited Seminar, Canada's Grand Digital Wave Workshop, University of Alberta (Edmonton, Alberta, August 12, 2013).

Lyons, K. (2013). Using Social Media to Enhance Service Interactions. Invited Seminar, Faculty of Computer Science, Dalhousie University (Halifax, NS, February 8, 2013).

Lyons, K. (2013). Characterizing Organizations as Service Systems. Invited Seminar, School of Business, University of Alberta (Edmonton, AB, January 25, 2013).

Lyons, K. (2012). SFIT: Social Feature Identification Technique. Situation-Aware Smarter Commerce Workshop, CASCON 2012 (Markham, ON, November 7, 2012).

Lyons, K. (2012). How Social Network Analysis Might Provide Insights on Development Teams. Social Analytics Workshop, CASCON 2012 (Markham, ON, November 5, 2012).

Lyons, K. (2012). Using social media to enhance service interactions. CA Technologies, Inc. (Islandia, NY, May 10, 2012).

Lyons, K. (2011). Collaborative decision making. Consortium for Software Engineering Research (CSER) 2011 Spring Meeting, Queen's University (Kingston, ON, June 21, 2011).

Lyons, K. (2011). Group decision support systems. Business Intelligence Network (BIN) Workshop (SAP France, Sophia Antipolis, September 28-29, 2011).

Lyons, K. (2010). A framework that situates technology research within the field of service science. IBM Almaden Research Center (June 28, 2010).

Lyons, K. (2010). Mediating human-to-human interactions through technology. SAP Vancouver (June 10, 2010).

Lyons, K. (2010). Mediating human-to-human interactions through technology. Grand Opening, Fort Frances Public Library (June 22, 2010).

Lyons, K. (2010). Mediating human-to-human interactions through technology. University of Waterloo Database Group (September 29, 2010).

Lyons, K. (2010). Project management 101. CASLIS (Canadian Association for Special Libraries and Information Services) and Special Libraries Association (SLA) Toronto Chapter Event (March 10, 2010).

Lyons, K. (2008). 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).

Lyons, K. (2008). What can we learn from non-profit service system case studies?" Services Science, Management, and Engineering Workshop, University of Alberta (March 6-7, 2008).

Lyons, K. (2007). Embarking on a study of services science, management, and engineering. Universitat Politècnica de Catalunya, (Barcelona, Spain, May 2007).

Lyons, K. (2006). Data privacy in electronic commerce. MITACS Network Information and Security Workshop (February 8, 2006).

Lyons, K. (2006). Innovation and the CAS model for collaboration. School of Computer Science, McGill University (March 2006).

Lyons, K. (2006). Women in technology: Shaping the future of IT. Women in Technology Seminar Series, University of Ontario Information Technology (Oshawa, ON, January 20, 2006).

Lyons, K. (2004). Shaping the future of IT: One woman at a time. 10th CCWEST Conference, Brock University (June 2004).

Panel Presentations

Girouard, A., Ibach, S., **Lyons, K.**, and Shiga, A. (2016). Chaired by Dr. C. Mavriplis, A Day in the Life of Women in Computing, Closing Panel at the First Annual Celebration of Women in Computing, Ottawa, Ontario (January 23, 2016).

Lyons, K. (2012). Computer science: Academic vs. industrial careers, International Women's Day celebration. Queen's University School of Computing Women in Computing Science Event (March 8, 2012).

Lyons, K. (2011). Challenges for designing inter-organizational services. Organized by: S. Puroo, at DESRIST (Milwaukee, Wisconsin, May 5-6, 2011).

Lyons, K. (2008). 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 (Toronto, ON, August 11, 2008).

Lyons, K. (2006). Information Technology Association of Canada (ITAC) Board Meeting (Halifax, Nova Scotia, September 21, 2006).

Lyons, K. (2006). 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/30/60/37845462.pdf>

Lyons, K. (2004). Celebrating women in computer science and engineering. Women in Computer Science and Engineering (WiCSE) at York University (September 2004).

Lyons, K. (2003). Waterloo Region Employ Yourself project, Information Technology, Education and Government (May 2003).

Keynote Presentations

Lyons, K., & Dietz, D. (2007). Models for productive collaboration between industry and academe in R&D. ITAC Strategic Microelectronics Council Best Practice Forum (September 19, 2007).

Lyons, K. (2007). Skills for the 21st century at Roundtable "Towards an Agenda for an Enhanced Science and Innovation Culture", co-hosted by Arthur Carty and Suzanne Fortier (March 26, 2007).

Lyons, K. (2004). CAS and DB2. Fourth Canadian Database Researcher Workshop (CanDB) (August 2004).

Lyons, K. (2004). Excerpts from the global technology outlook 2003. Shad Valley Institute for Teachers, held at IBM Toronto Lab (October 2004).

Lyons, K. (2004). 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).

Lyons, K. (2004). Innovation in action: Igniting the future of IT. Queen's Forum on Information Technology (QFIT), Queen's University (January 2004).

Lyons, K. (2003). IBM Toronto Lab exploring interests in technology and engineering (EXITE) camp for grade 7 girls (2003).

TEACHING AND COURSE DESIGN

Courses Designed and Taught

Term	Course # and Title	Total Enr.	Type	Revision Level	Delivery Mode
Fall 2016	INF2040H Project Management (Sec 101)	67	R	Some revisions	Lectures, student activities and discussions

Term	Course # and Title	Total Enr.	Type	Revision Level	Delivery Mode
Fall 2016	INF2040H Project Management (Sec 102)	54	R	Some revisions	Lectures, student activities and discussions
Summer 2016	INF3015H Reading Course Topics in Crowdsourcing and Gamification and their Implication on Knowledge Base Curation and Maintenance (with B. Ghadiri Bashardoost, PhD student in Computer Science)	1	E	-	One-on-one research / reading course
Winter 2016	INF3015H Reading Course Advanced Issues in Service Science (with M. Danesh, PhD student in Computer Science and T. Bird-Gayson, PhD student in Faculty of Information) INF2010 Reading Course Service Systems Research: Advanced Concepts & Theoretical Models (with R. Frost, MI Student)	3	E	-	Small group research / reading course
Winter 2016	CCT374H Technologies of Knowledge Media	16	R	Some revisions	Lectures, activities, tutorial with hands-on programming
Fall 2015	INF2313 Introduction to Service Science	29	E	Some revisions	Lectures, student activities and discussions
Winter 2014	INF2313 Introduction to Service Science	16	E	Transitioned to regular course with some revisions	Lectures, student activities and discussions
Winter 2014	CCT374H Technologies of Knowledge Media	19	R	New Design	Lectures, activities, tutorial with hands-on programming
Fall 2013	INF2010 Reading / Research Course: Elastic Websites (with M. Madencioglu, M.I. student)	1	E	-	One-on-one research / reading course

Term	Course # and Title	Total Enr.	Type	Revision Level	Delivery Mode
Fall 2013	INF2010 Research/Reading Course: Design of Library Apps (with R. Sajjad, M.I. student)	1	E	-	One-on-one research / reading course
Fall 2013	INF2040 Project Management (Sec 101)	35	E	Minor revision	Lectures, student activities and discussions
Fall 2013	INF2040 Project Management (Sec 102)	36	E	"	"
Fall 2012 / Winter 2013	INF2194Y Information Systems Design Project: Exploring the addition of social components to existing systems using S-FIT (with A. Moore, M.I. student)	1	E	-	One-on-one design project
Winter 2014	INF2313 Introduction to Service Science	18	E	Major revision	Lectures, student activities, discussions, field research, guest lectures
Winter 2014	CCT374 Knowledge Media Technologies (undergraduate)	19	C	Newly Developed Course	Lectures, student activities, discussions, tutorials, guest lectures
Winter 2013	INF2306 Introduction to Service Science	11	E	Major revision	Lectures, student activities, discussions, field research, guest lectures
Winter 2013	INF2040H Project Management	31	E	Minor revision	Lectures, student activities and discussions
Fall 2012	INF2040H Project Management (Section 101)	30	E	"	"
	INF2040H Project Management (Section 102)	31	E	"	"

Term	Course # and Title	Total Enr.	Type	Revision Level	Delivery Mode
Spring / Summer 2012	INF2194Y Information Systems Design Project: A Platform for Online Consultations (with C. Munoz, M.I. student)	1	E	-	One-on-one design project
Winter 2012	INF2040H Project Management (Section 101)	31	E	Minor revision	Lectures, student activities and discussions
	INF2040H Project Management (Section 102)	31	E	"	"
Fall 2011- Winter 2012	INF2194Y Information Systems Design Project: Designing Social Media Tools for Use in Museums (with O. Au, M.I. student)	1	E	-	One-on-one design project
Fall 2011	INF1003H Information Systems, Services, and Design (Lecture 101): -- Lead instructor with three other instructors and four Teaching Assistants (delivered 66% of lectures; designed 2/3 of assignments; responsible for assignments and grades for 99 students)	229	C	Minor revision	Lecture (1.5 hours)
	INF1003H Information Systems, Services, and Design (Tutorial 102)	25	C	"	Guided hands-on student activity (1.5 hours)
	INF1003H Information Systems, Services, and Design (Tutorial 104)	24	C	"	"
	INF1003H Information Systems, Services, and Design (Tutorial 105)	25	C	"	"
	INF1003H Information Systems, Services, and Design (Tutorial 106)	25	C	"	"
Winter 2011	INF3015H Research / Reading Course: Social Media Support for Online User Communities (with S. Chuang, Ph.D. student) -- Secured participation of CA Technologies who provided expertise in online user communities and data from a survey of over 720 users of their community for analysis in this research course.	1	E	-	One-on-one research course

Term	Course # and Title	Total Enr.	Type	Revision Level	Delivery Mode
Fall 2010 – Winter 2011	INF2194Y Information Systems Design Project: Redesigning the Current Contents Service (with S. Flynn, M.I. student) -- Designed this course, sought and received appropriate approvals and was the first to offer it in 2010/2011	1	E	-	One-on-one design project
Fall 2010	INF1003H Information Systems, Services, and Design (Lecture 101): -- Led complete redesign of this course; Lead instructor with two other instructors and three Teaching Assistants (delivered 50% of lectures; designed 1/3 of assignments; responsible for assignments and grades for 72 students)	216	C	Complete course redesign	Lecture (1.5 hours)
	INF1003H Information Systems, Services, and Design (Tutorial 106)	25	C	"	Guided hands-on student activity (1.5 hours)
	INF1003H Information Systems, Services, and Design (Tutorial 107)	24	C	"	"
	INF1003H Information Systems, Services, and Design (Tutorial 109)	23	C	"	"
Winter 2010	INF2040H Project Management (Section 101)	27	E	Major revision	Lectures, student activities and discussions
	INF2040H Project Management (Section 102)	25	E	"	"
	INF1343H Data Modeling and Database Design -- Name change from FIS1343H to better reflect content of the course; major revision based on experience teaching FIS1343H in Winter 2009	20	R	Major revision	Lectures, student activities and labs
Fall 2009	Tenure preparation research leave	-	-	-	-
Winter 2009	FIS1343H Introduction to Database Management and Design -- Took over from previous instructor and modified only slightly from past syllabus	19	R	Minor revision	Lectures and labs
	FIS2306H Introduction to Service Science	13	E	Major	Lectures,

Term	Course # and Title	Total Enr.	Type	Revision Level	Delivery Mode
	-- Major redesign after first time teaching it in the iSchool to incorporate my own research and take advantage of larger number of students enrolled			revision	student activities, discussions and student presentations
Fall 2008	FIS2301H Project Management (Section 101) -- First designed and taught in Fall 2008 as a special topics course, FIS2301. Sought and received approvals to convert it to a regular course, INF2040, in 2010	32	E	New Course	Lectures, student activities, discussions and student presentations
	FIS2301H Project Management (Section 102)	27	E	"	"
Winter 2008	FIS2306H Introduction to Service Science -- First designed and taught at York University in the Department of Computer Science and Engineering in Winter 2007; completely redesigned for the Faculty of Information in Winter 2008; incorporates my research; Paper, K. Lyons, Service Science in iSchools (2012) describes importance of teaching this course in iSchools	4	E	New Course at iSchool	Lectures, student activities, discussions and student presentations

* C (**core** course), R (Information Systems and Design **required** course), E (**elective**)

GRADUATE STUDENT THESIS AND POST DOCTORAL SUPERVISION

Current Postdoctoral Fellow Supervision

Dr. Dixin Luo, Postdoctoral Fellow, Data-Driven Knowledge Mobilization and Translation project, Supervising since July 2016.

Current Doctoral Dissertation Supervision

Dina Sabie, Department of Computer Science University of Toronto. Research Focus: Location Simulation Modelling for Scarce-Resource Resettlement; Entered Program, September 2016. Supervising since September 2016.

Bahar Ghadiri Bashardoost, Department of Computer Science, University of Toronto. Research Focus: Incenting the Crowd to Create and Expert-Finding Knowledge Base; Entered Program April 2014; Supervising since April 2014.

Past Doctoral Dissertation Supervision

Zack Hayat, Ph.D., Faculty of Information, University of Toronto. Thesis title: *Structure, change over time, and outcomes of research collaboration networks: The case of GRAND*. Completed: July 17, 2014; External Examiner: O. Arazy.

Current Master Thesis Supervision

Katherine Ge, Department of Computer Science University of Toronto. Research Focus: The role of recommendation systems in knowledge mobilization. Supervising since September 2016.

Sophia Huynh, Department of Computer Science University of Toronto. Research Focus: Human-computer interaction in collaborative systems. Supervising since September 2016.

Past Master Thesis Supervision

Yunpeng Li Faculty of Information, University of Toronto, *Word Representation using a Deep Neural Network*. (completed September 2016). Second Reader: F. Rudzicz; External Examiner: S. Fidler.

Jessica Perrie, Department of Computer Science, University of Toronto, *City on the River: Visualizing Individual and Group Collaboration in Software Engineering*. (completed September 2015). Second Reader: S. Easterbrook.

Bahar Ghadiri Bashardoost, Department of Computer Science, University of Toronto, *Tool Support for Designing Collaboration Processes*. (completed April 2014). Second Reader: S. Easterbrook.

Sameen Rehman, Faculty of Information, University of Toronto, *Sharing Illness Experiences on Twitter: Conversations of Parents with Children Diagnosed with Cancer*. (completed April 2014). Co-Supervisor: K. Sellen, OCADU. Second Reader: R. McEwen. External Examiner: M. Chignell

Maaz Nasir, Department of Computer Science, University of Toronto, *The Effect of Collaborative Games on Group Work*. (completed October 2013). Second Reader: S. Grimes.

Eleonore Fournier-Tombs, Faculty of Information, University of Toronto, *A New Architecture of the Public Sphere: Online Deliberation at the Liberal Party of Canada's 2011 Extraordinary Convention*. (completed November 2013). Second Reader: L. Shade; External Examiner: G. Taylor, Ryerson University.

Mohammad Ali Moradian, Department of Computer Science, University of Toronto. *Gamifying Collaborative Decision Making*. (completed January 2013). Second Reader: M. Chignell.

Stephen Tracy, Faculty of Information, University of Toronto (M.I.). Thesis title: *Service systems and social enterprise: Beyond the economics of business* (completed May 16, 2011). Second Reader: M. Ratto; External Examiner: J. Spohrer, IBM.

Fan Dong, Department of Computer Science, University of Toronto (M.Sc.). Thesis title: *A group decision support system study: Integrating delphi into SAP StreamWork* (completed April 17, 2011). Second Reader: G. Wilson.

Abayomi King, Department of Computer Science, University of Toronto (M.Sc.). Thesis title: *Improving user awareness through automatic status updates in software development teams* (completed April 17, 2011). Second Reader: S. Easterbrook.

Dejana Bajić, Department of Computer Science, University of Toronto (M.Sc.). Thesis title: *Leveraging social media to gather user feedback for software development* (completed January 17, 2011). Second Reader: M. Chignell.

Mark McKenna, Faculty of Computer Science, Dalhousie University (M.Sc.). Thesis title: *Semantic graphs in support of software reverse engineering* (completed July 9, 2007). Co-Supervised with Jacob Slonim and Mike McAllister.

Mike Smit, Faculty of Computer Science, Dalhousie University (M.Sc.). Thesis title: *Detecting privacy infractions in e-Commerce software applications: A framework and methodology* (completed August 11, 2006). Co-Supervised with Jacob Slonim and Mike McAllister.

Current Doctoral Committees

Jonathan Lung, Department of Computer Science (Ph.D. Candidate). Thesis title: *Technology Support for Decisions to Reduce Resource Consumption*; Since September 2015; Supervisor: S. Easterbrook.

Vik Pant, Faculty of Information (Ph.D. Student). Research Focus: Cooperation, competition, and competition between organizations. Since September 2015; Supervisor: E. Yu.

Tiffany Tong, Department of Mechanical and Industrial Engineering (Ph.D. Candidate) Thesis title: *Evaluating the Feasibility of Game-Based Assessments for Cognitive and Frailty Screening*. Since September 2015; Supervisor: M. Chignell.

Zia Babar, Faculty of Information (Ph.D. Student). Research Focus: Achieving Enterprise Adaptiveness through Enterprise Modeling and Business. Since June 2014; Supervisor: E. Yu.

Natasha Ali, Faculty of Information (Ph.D. Candidate). Thesis title: *Information-seeking and information behaviour of Canadian investment sell-side analysts*. Since July 2013; Supervisors: C. W. Choo and L. Howarth.

Elizabeth Patitsas, Department of Computer Science (Ph.D. Candidate). Thesis Title: *Why Aren't There More Women in CS Despite the Interventions?* Since May 2013; Supervisors: S. Easterbrook and M. Craig.

Michael Jones, Faculty of Information (Ph.D. Candidate). Thesis title: *Information Contradictions in Project-Based Learning (PBL*) Student Engineering Teams: A Cultural-Historical Activity Theory Approach*. Since July 2013; Supervisor: C. W. Choo.

Dirk Rodenburg, Faculty of Information, University of Toronto (Ph.D. Candidate). Thesis title: *The information athlete: Athletic cognition and data feedback - towards an integrated model*. Since 2012; Supervisor: R. McEwen.

Andy Keenan, Faculty of Information, University of Toronto (Ph.D. Candidate). Thesis Title: *Gameplay in an unfamiliar environment: Novice and expert adult players encountering Portal for the first time*; Advisor from September 2011 until March 2013; Committee Member since March 2013; Supervisor: S. Grimes.

Matt Bouchard, Faculty of Information, University of Toronto (Ph.D. Candidate). Thesis title: *Playing with progression, immersion, and sociality: a study of meaning in APPMMAGs*; Advisor from September 2011 until March 2013; Committee Member since March 2013; Supervisor: S. Grimes.

Past Doctoral Committees

Shadi Ghajar-Khosravi, Department of Mechanical and Industrial Engineering (Ph.D.). Thesis title: *Characteristics of Social Networks Relevant to Predictions of Social Influence*. Completed: March 30, 2015; Supervisor: M. Chignell; External Examiner: A. Quan-Haase.

Lysanne Lessard, Faculty of Information, University of Toronto (Ph.D.). Thesis title: *Cocreating values in knowledge-intensive business services: A design framework and language*. Completed: October 25, 2013; Supervisor: E. Yu; External Examiner: P. Maglio.

Daniela Rosu, Department of Computer Science, University of Toronto (Ph.D.). Thesis title: *Practical Ontologies: Requirements, Design and Applications to Semantic Integration and Knowledge Discovery*. Completed January 2013; Supervisor: I. Jurisica; External Examiner: L. Hunter.

Max Evans, Faculty of Information, University of Toronto (Ph.D.). Thesis title: *Knowledge sharing, an empirical study of the role of trust in an organizational setting*. Completed July 2012; Co-Supervisors: C. W. Choo and A. Wensley; External Examiner: K. Dalkir.

Neil Ernst, Department of Computer Science, University of Toronto (Ph.D.). Thesis Title: *Software evolution: A requirements engineering approach*. Completed December 2011; Co-Supervisors: A. Borgida, J. Mylopoulos; External Examiner: V. Gervasi.

Steve Szigeti, Faculty of Information, University of Toronto (Ph.D.). Thesis Title: *The challenge of web design guidelines: Investigating issues of awareness, interpretation and efficacy*. Completed November 2011; Supervisor: J. Cherry; External Examiner: G. Perlman.

Shiva Netaji, Department of Computer Science, University of Toronto (Ph.D.). Thesis Title: *Behavioural model fusion*. Completed September 2008; Supervisor: M. Checkik; External Examiner: J. A. Atlee.

Doctoral External Examination Service

Jules Fauteux, Interdisciplinary Ph.D. Program, Dalhousie University (Ph.D.). Thesis Title: *Career Experiences of Canadian Information and Communications Technology Executives: Understanding Career Advancement Barriers and Enablers for Women And Men*. Completed June 15, 2017; Supervisor: M. Shepherd.

Naureen Nizam, Faculty of Computer Science (Ph.D.). Thesis title: *Using Social Media Data to Improve Navigation within Websites*. Completed March 11, 2015; Supervisor: C. Watters.

Hesham Allam, Interdisciplinary Ph.D. Program, Dalhousie University (Ph.D.). Thesis title: *Social, Technical, and Organizational Determinants of Employees' Participation in Enterprise Social Tagging Tools: A Conceptual Model and an Empirical Investigation*. Completed January 2013; Supervisors: M. Bliemel and J. Blustein.

Doctoral Examination Service

Michail Famelis, Department of Computer Science, University of Toronto (Ph.D.) Thesis title: *Managing Design-Time Uncertainty in Software Models*. Completed: January, 2016; Supervisor: Marsha Chechik; External Examiner: C. Ghezzi

Carmen Branje, Department of Mechanical and Industrial Engineering, University of Toronto (Ph.D.) Thesis title: *The Vibrochord: Investigating a Vibrotactile Musical Instrument*. Completed: July, 2014; Supervisors: Mark Chignell and Deborah Fels; External Examiner: M. Wanderley.

Daniel Gross, Faculty of Information, University of Toronto (Ph.D.). Thesis title: *Software architecture decision-making in organizational settings*. Completed May, 2011; Supervisor: Eric Yu; External Examiner: J. Castro.

Wendy WenQian Liu, Department of Computer Science, University of Toronto (Ph.D.). Thesis title: *Refactoring-based requirements refinement towards design*. Completed May 2009; Supervisor: S. Easterbrook; External Examiner: J. Cesar Sampaio do Prado Leite.

Alvin Chin, Department of Mechanical and Industrial Engineering, University of Toronto (Ph.D.). Thesis title: *Social cohesion analysis of networks: A novel method for identifying cohesive subgroups in social hypertext*. Completed November 2008; Supervisor: M. Chignell; External Examiner: C. Haythornthwaite.

Luanne Freund, Faculty of Information Studies, University of Toronto (Ph.D.). Thesis title: *Exploiting task-document relations in support of information retrieval in the workplace*. Completed June 2008; Co-Supervisors: E. Toms and B. Cantwell Smith; External Examiner: N. Belkin.

Flavio Rizzolo, PhD, Department of Computer Science, University of Toronto, Thesis title: *DescribeX: A Framework for Exploring and Querying XML Web Collections*; Completed May 2008; Supervisor: R. J. Miller; External Examiner: F. Tompa.

Victor Muntés, Universitat Politècnica de Catalunya (Ph.D.). Thesis title: *Genetic optimization for large join queries*. Completed May 2007; Co-Supervisors: J. Lluís Larriba Pey and M. Pérez Casany; External Examiner: M. Litiou.

Master Thesis Committees and Second Reader Roles

Second Reader, Chenguang Zhu, Department of Computer Science, University of Toronto. Thesis Title: *A Dataset for Dynamic Discovery of Semantic Changes in Version Controlled Software Histories*. Completed: April 15, 2017. Supervisor: M. Chechik.

Second Reader, Ioanna Stavropoulou, Department of Computer Science, University of Toronto. Thesis Title: *FPH: Efficient Detection of Feature Interactions Through Non-Commutativity*. Completed: January 4, 2017. Supervisor: M. Chechik.

Second Reader, Benson Quach, Department of Computer Science, University of Toronto. Thesis Title: *Analysis of Feature Location Techniques*. Completed: March 30, 2016. Supervisor: M. Chechik.

Second Reader, Christina Christodoulakis, Department of Computer Science, University of Toronto. Thesis Title: *A Survey of Recommendation Algorithms and New Applications of Recommendations to Data Science*. Completed: January 20, 2015. Supervisor: R. Miller.

Committee Member, Tiffany Tong, Mechanical and Industrial Engineering, University of Toronto. Thesis Title: *Designing a Game-Based Cognitive Assessment on a Tablet*. Completed: March 2014; Supervisor: M. Chignell. External Examiner: D. Fels.

Second Reader, Sadra Abrishamkar, Faculty of Information, University of Toronto. Thesis Title: *An Enterprise Architecture Tool to Support the Design of BI-Enabled Adaptive Enterprise Architectures*. Completed: December 2013; Supervisor: E. Yu; External Examiner: Luiz Marcio Cysneiros.

Second Reader, Nikoo Nasser, Faculty of Information, University of Toronto. Thesis title: *Goal Structuring of a Knowledge Domain*. Completed: August 2012; Supervisor: E. Yu; External Examiner: S. Liaskos.

Second Reader, Rustam Dow, Faculty of Information, University of Toronto. Thesis title: *The affects of end-user support on the categories of EMR success across systems in Ontario Family Health Teams*. Completed: July 2012; Supervisor: A. Shachak; External Examiner: D. Wiljer.

Second Reader, Andrew Hilts, M.I., Faculty of Information, University of Toronto. Thesis title: *A knowledge structuring framework to support the design of social media for online deliberation*. Completed: August 2011; Supervisor: E. Yu; External Examiner: S. Easterbrook.

Master Thesis Exam Committee, Erin Yu, MA.Sc., Department of Mechanical and Industrial Engineering, University of Toronto. Thesis title: *Design and evaluation of an improved patient information management system for emergency department physicians*. Completed: January 2011; Supervisor: M. Chignell.

Second Reader, Aran Donohue, M.Sc., Department of Computer Science, University of Toronto. Thesis title: *Debugging domain-specific languages*. Completed: January 2010; Supervisor: G. Wilson.

Second Reader, Samira Abdi, M.Sc., Department of Computer Science, University of Toronto. Thesis title: *Recovering related artifacts in software projects' history: A comparison of information retrieval based methods*. Completed: January 2009; Supervisor: G. Wilson.

Exam Committee Member, Kien Huynh, M.Sc., Department of Computer Science, York University. Thesis title: *Analysis through reflection: Walking the EMF model of BPEL4WS*. Completed: August 2005; Supervisor: F. van Breugel.

Exam Committee Member, Xiaoyan Qian, M.Sc., Department of Computer Science, York University.
Thesis title: *Design, implementation and performance tests for predicate introduction - A semantic query optimization technique for database queries*. Completed: May 1999; Supervisor: J. Gryz.

Undergraduate Student Supervision

Noor Abdel-Raziq, University of Toronto, ICCIT Undergraduate Student, Taking Stock after Four Years: A Report on the Ontario Celebration of Women in Computing, Research Project, Winter 2014.

Jessica Szeto, University of Calgary, NSERC Undergraduate Student Research Award (for which I received a Canadian Distributed Mentoring Award); Research focus: Modeling Social Interaction in Services: A Case Study of a Library Service; Summer 2009

COMMITTEES AND SERVICE

2016-2017:

- Associate Dean, Academic, Faculty of Information
- Chair, Faculty of Information, Committee on Standing
- Chair, Faculty of Information, Doctoral Sub-Committee of the Committee on Standing
- Chair, Faculty of Information, Programs Committee
- Member, School of Graduate Studies Committee on Program Matters (CPM)
- Member, School of Graduate Studies Recruitment Working Group
- Chair, Assistant Professor, Teaching Stream Appointment in Knowledge Management and Information Management Search Committee
- Chair, Faculty of Information, Digital Transformation Committee
- Member, American Library Associate Accreditation Committee
- Member, Brand Committee
- Member, Website Redevelopment Committee

2015-2016:

- Associate Dean, Academic, Faculty of Information
- Chair, Faculty of Information, Committee on Standing
- Chair, Faculty of Information, Programs Committee
- Member, School of Graduate Studies Committee on Program Matters (CPM)
- Member, School of Graduate Studies Graduate Recruitment Working Group
- Member, Faculty of Information, Workload Policy Committee
- Member, Faculty of Information, Doctoral Program Committee
- Chair, Contract-Limited Appointment (CLTA) in Human-Computer Interaction and User Experience Design Search Committee
- Member, Tenure Track Appointment in Data Analytics and Databases, Search Committee
- Participated as a member of review, advancement, and tenure committees

2013-2014:

- University of Toronto, Office of the CIO, Faculty and Staff E-communications Renewal Advisory Committee Member
- Faculty of Information, Information Services Committee Chair
- Faculty of Information, Doctoral Program Committee Member

- PTR Advisory Committee Member
- Strategic Plan Implementation Advisory Committee Member
- Faculty of Information Executive Committee Member
- Ad Hoc Committee on Doctoral Supervision Chair
- Faculty of Information Co-op Committee Member
- ICCIT Search Committee, New Media Assistant Professor, Member

2012-2013:

- Faculty of Information Programs Committee Member
- Master of Information Program Learning Outcomes Subcommittee Chair
- Faculty of Information Doctoral Program Committee Member
- Faculty of Information Task Force on Strategic Directions for Information Services Member
- Faculty of Information Information Services Committee Member
- Department of Computer Science MSc in Applied Computing Admissions Committee Member
- Performance through the Ranks (PTR) Committee Member (May 2013)
- University of Toronto, Office of the CIO, Faculty and Staff E-communications Renewal Advisory Committee Member

2011-2012:

- Master of Information Programs Subcommittee (Chair)
- Master of Information Path Liaison, Information Systems, Services, and Design Path
- Master of Information Core Redevelopment Committee
- Colloquium Committee (Co-Chair)
- Systems Administrator Hiring Committee

2010-2011:

- Master of Information Programs Subcommittee (Acting Chair 2011)
- Master of Information Path Liaison, Information Systems, Services, and Design Path
- Information Services Committee
- Dean's Advisory Committee
- Development Officer Hiring Committee, Faculty of Information

2009-2010:

- Master of Information Programs Subcommittee
- IT Staff Hiring Committee (made three appointments to establish the IT team at the iSchool)
- Colloquia Committee (Co-Chair)

2008-2009

- Master of Information Studies Program Subcommittee
- Faculty of Information 80th Anniversary Celebration Committee
- Information Technology Committee
- Information Systems and Design Curriculum Redesign Working Group
- Master Student Recruitment Task Force