

## ELIOT H. RICH

Department of Information Technology Management  
School of Business  
University at Albany, State University of New York  
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### ACADEMIC APPOINTMENTS

UNIVERSITY AT ALBANY, State University of New York  
Department of Information Technology Management  
**Associate Professor (Tenured)** 2011 - Current  
**Assistant Professor** 2003 - 2011  
**Lecturer, Visiting Lecturer, Adjunct Lecturer** 1997 - 2002  
**Adjunct Instructor, School of Information Science and Policy** 1995 - 1996

TECNUN, UNIVERSITY OF NAVARRA, SPAIN  
Department of Industrial Engineering  
**Visiting Professor (in residence)** 2011 - 2012  
**Visiting Professor** 2009 - 2011

MASSACHUSETTS COLLEGE OF LIBERAL ARTS  
Department of Business Administration and Economics  
**Visiting Assistant Professor** 2011

UNIVERSITY OF AGDER, NORWAY  
Faculty of Engineering and Science  
**Visiting Professor** 2006 - 2010

CORNELL UNIVERSITY  
School of Applied Economics and Management  
**Visiting Fellow** 2004 - 2006

### PUBLICATIONS

#### PEER-REVIEWED JOURNAL ARTICLES

Deegan, M.; Stave, K.; MacDonald, R.; Andersen, D.; Ku, M.; Rich, E. (2014) "Simulation-Based Learning Environments to Teach Complexity: The Missing Link in Teaching Sustainable Public Management". Systems 2, 217-236.

Labaka, L., Hernantes, J., Sarriegi, J. M., Rich, E. (2013) "Resilience Building Policies and their Influence in Crisis Prevention, Absorption and Recovery" Journal of Homeland Security and Emergency Management 10:1, pp 1-29.

Hernantes, J., Rich, E., Laugé, A., Labaka, L., Sarriegi, J. M. (2013) "Learning before the storm: Modelling multiple stakeholder activities in support of crisis management, a practical case", Technological Forecasting and Social Change (80) 1742-1755

Andersen, D. L., Luna-Reyes, L., Diker, V., Black, L., Rich, E. and Andersen, D. F. (2012) "The Disconfirmatory Interview as a Strategy for the Assessment of System Dynamics Models" System Dynamics Review 28(3) 255-275.

Rich, E. and Nelson, M. "Understanding the Context of Large-Scale IT Failures" (2012) International Journal of Information Technologies and the Systems Approach 5(2) 1-24.

Tedeschi, L, Nicholson, C. and Rich, E., (2011) "Using System Dynamics modelling to develop management tools for animal production with emphasis on small ruminants" Small Ruminant Research 98:102-110.

Rich, E., Gonzalez, J. J., Qian, Y., Sveen, F. O., Radianti, J. and Hillen, S. (2009) "Emergent Vulnerabilities in Integrated Operations: A Proactive Simulation Study of Economic Risk" International Journal of Critical Infrastructure Protection 2(3) 110-123.

Schryen, G. and Rich, E. (2009) "Security in Large-Scale Internet Voting Systems: An Exploratory Multiple Case Study of Internet Voting in Estonia, the Netherlands and Switzerland" IEEE Transactions on Information, Forensics and Security 4(4), 729-744.

Rich, E. (2008) "Management Fads and Information Delays: An Exploratory Simulation Study" Journal of Business Research 61(11) 1143-1151.

Martinez-Moyano, I., Rich, E., Conrad, S., Andersen, D., and Stewart, T. (2008), "A Behavioral Theory of Insider-Threat Risks: A System Dynamics Approach" ACM Transactions on Modeling and Computer Simulation 18(2) 7:1-7:27.

Rich, E. (2008) "E-ZPass and the Ohio Turnpike: Adoption and Integration of Electronic Toll Collection" Journal of Cases in Information Technology 10(1) 32-51.

Sveen, F. O., Rich, E., and Jager, M. (2007) "Overcoming Organizational Challenges to Secure Knowledge Management" Information Systems Frontiers 9(5) 481- 492.

Sveen, F. O., Sarriegi, J. M., Rich, E., and Gonzalez, J. J. (2007) "Toward Viable Information Security Reporting Systems" Information Management and Computer Security 15(5) 408-419.

Johnsen, S. O, Hansen, C. W., Line, M. B., Nordby, Y., Rich, E., and Qian Y. (2007) "CHECKIT-A Program to Measure and Improve Information Security and Safety Culture" International Journal of Performability Engineering 3(1) 175-186.

**PEER-REVIEWED BOOK CHAPTERS**

Sveen, F. O., Hernantes, J., Gonzalez, J. J., and Rich, E. (2011) "Towards Understanding Recurring Large Scale Power Outages: An Endogenous View of Inter-organizational Effects" Lecture Notes in Computer Science, (6712) 43-54 Springer.

Andersen, D., Rich, E., and MacDonald, R. (2009) "System Dynamics Applications to Public Policy" Encyclopedia of Complexity and Systems Science, 7051-7061, Springer.

Martinez-Moyano, I., Rich, E., and Conrad, S. (2006) "Exploring the Detection Process: Integrating Judgment and Outcome Decomposition" Lecture Notes in Computer Science, (3975) 701 - 703, Springer.

Rich E. and Duchessi, P. (2005) "Keeping the Flame Alive: Sustaining a Successful Knowledge Management Program" Case Studies in Knowledge Management, pp. 315-326, M. Jennex ed., Idea Group Publishing.

*Reprinted in* Knowledge Management: Concepts, Methodologies, Tools and Applications (2008) pp. 112-122, M. Jennex ed., IGI Global.

Miesing, P., and Rich, E. (1997) "Using Technology to Experience Business Ethics in the Business Class" Current Topics in Management, (2) 267-286, JAI Press.

**PEER-REVIEWED CONFERENCE PROCEEDINGS**

Rich, E., Sarriegi, J. M., Laugé, A., Hernantes J. Labaka, L., and Gonzalez, J. J. (2013) "Improving the Crisis to Crisis Learning Process", Hawai'i International Conference on System Sciences (HICSS-45), Kauai, Hawaii. 10 pages.

Sarriegi, J. M., Rich, E., Laugé, A., Labaka, L., and Hernantes J. (2012) "Creating and Testing Holistic Crisis Management Strategies: The Crisis Management Balanced Scorecard and Systems Modelling" Future Security Conference, Bonn, Germany. 4 pages.

Zupančič, E., Trček, D., Starc, I., and Rich, E. (2012) "Analysis of reconnection policies during a major power cut crisis using a system dynamics simulation model" International Conference on Management and Service Science (MASS 2012), Shanghai, China. 4 pages.

Ormazabal, M., Rich, E., and Sarriegi, J. M. (2012) "Exploring Environmental Management Evolution Maturity" 30<sup>th</sup> International Conference of the System Dynamics Society, St Gallen, Switzerland. 20 pages.

Hernantes, J., Laugé, A., Labaka, L., Rich, E., Sveen, F. O., Sarriegi, J. M., Martinez-Moyano, I., J., and Gonzalez, J. J. (2011) "Collaborative modeling of awareness in Critical Infrastructure Protection" Hawai'i International Conference on System Sciences (HICSS-44), Kauai, Hawaii. 10 pages. *Nominated for Best Paper.*

Sveen, F. O., Hernantes, J., Gonzalez J. J., and Rich, E. (2010) "Towards Understanding Recurrence of Large Scale Power Outages" International Conference on Critical Information Infrastructure Security (CRITIS 2010) Athens, Greece. 13 pages

Radianti, J., Rich, E., and Gonzalez, J. J. (2010) "Refinement of a Supply and Demand Model for Vulnerability Black Markets" 28<sup>th</sup> International Conference of the System Dynamics Society, Seoul, Korea. 18 pages.

Miesing, P., Krzykowski, L., and Rich, E. (2010) "Going Green Globally with Strategic Sustainable Systems" 28<sup>th</sup> International Conference of the System Dynamics Society, Seoul, Korea. 30 pages.

Rich, E., Hernantes, J., Labaka, L., Laugé, A., Sarriegi, J. M., and Sveen, F. O. "Modeling a National Power Crisis in Support of A Crisis Lifecycle Model" (2010) 28<sup>th</sup> International Conference of the System Dynamics Society, Seoul, Korea. 23 pages.

Sveen, F. O., Rich, E., Sarriegi, J. M., Hernantes, J. and Gonzalez, J. J. (2010) "A Group Model Building approach for identifying simulation scenarios in critical infrastructure" Hawaii International Conference on System Sciences (HICSS-43), Kauai, Hawaii. 10 pages.

Schryen, G. and Rich, E. (2010) "Increasing software security through open source or closed source development? Empirics suggest that we have asked the wrong question" Hawaii International Conference on System Sciences (HICSS-43), Big Island, Hawaii. 10 pages.

Radianti, J., Gonzalez, J. J., and Rich, E. (2009) "A Quest for a Framework to Improve Software Security: Vulnerability Black Markets Scenario" 27<sup>th</sup> International Conference of the System Dynamics Society, Albuquerque, NM. 35 pages.

Radianti, J., Rich, E. and Gonzalez, J. J. (2009) "Vulnerability Black Markets: Empirical Evidence and Scenario Simulation" Hawaii International Conference on System Sciences (HICSS-42), Big Island, Hawaii. 10 pages.

Larsen, K., Nevo, D., and Rich, E. (2008) "Exploring the Semantic Validity of Questionnaire Scales" Hawai'i International Conference on System Sciences (HICSS-41), Big Island, Hawaii. 10 pages.

Whitmore, A., Rich, E. and Nelson, M. (2008) "Building on Shifting Sands: The Structure of Repetitive IT Project Escalation, Crisis, and De-escalation" 26<sup>th</sup> International Conference of the System Dynamics Society, Athens, Greece. 27 pages.

Radianti, J., Rich, E. and Gonzalez, J. J. (2007) "Using a Mixed Data Collection Strategy to Uncover Vulnerability Black Markets" 2<sup>nd</sup> Workshop on Information Security and Privacy (WISP 2007), Montreal, Canada. 9 pages.

Rich, E., Nelson, M., and Whitmore, A. (2007) "IT Project Management, Concept Modeling, and Blind Dates" 25<sup>th</sup> International Conference of the System Dynamics Society, Boston, MA. 16 pages.

Rich, E., Sveen, F. O., Qian, Y., Hillen, S., Radianti, J., and Gonzalez, J. J. (2007) "Emergent Vulnerability in Integrated Operations: A Proactive Simulation Study of Risk and Organizational Learning" Hawai'i International Conference on System Sciences (HICSS-40), Big Island, Hawaii. 10 pages.

Rich, E., Sveen, F. O., and Jager, M. (2006) "Overcoming Organizational Challenges to Secure Knowledge Management" Second Secure Knowledge Management Workshop, Brooklyn, NY. 8 pages.

Martinez-Moyano, I. J., Rich, E., Conrad, S., Stewart, T., and Andersen, D. F. (2006) "Integrating Judgment and Outcome Decomposition: Exploring Outcome-Based Learning Dynamics" 24th International Conference of the System Dynamics Society, Nijmegen, the Netherlands. 14 pages.

Rich, E., "Modeling Risk Dynamics in E-Operations Transitions" (2006) International Society for Crisis Response and Management" (ISCRAM-06), Newark, NJ. 12 pages.

Martinez-Moyano, I. J., Rich, E., Conrad, S. H., Andersen, D. F. (2006) "Modeling the Emergence of Insider Threat Vulnerabilities" Inform's Winter Simulation Conference, Monterey, CA. 6 Pages.

Rich, E. and Gonzalez, J. J. (2006) "Maintaining Security and Safety in High-threat E-operations Transitions" Hawai'i International Conference on System Sciences (HICSS-39), Kauai, Hawaii. 10 pages.

Martinez-Moyano, I. J., Conrad, S., and Rich, E. (2005) "Simulating Insider Cyber-Threat Risks: A Model-Based Case and a Case-Based Model" 23rd International Conference of the System Dynamics Society, Boston, MA. 47 pages.

Andersen, D. F. , Cappelli, D. , Gonzalez, J. J., Mojtahedzadeh, M., Moore, A. Rich, E., Sarriegi, J. M., Shimeall, T., Stanton, J. Weaver, E. A., and Zagonel, A. (2004) "Preliminary System Dynamics Maps of the Insider Cyber-threat Problem" 22nd International Conference of the System Dynamics Society, Oxford, UK. 35 pages.

Rich, E. and Duchessi, P. (2004) "Modeling the Sustainability of Knowledge Management Programs" Hawai'i International Conference on System Sciences (HICSS-37), Big Island, Hawaii. Nominated for Best Paper award, Organizational Systems and Technology Track. 10 pages.

Rich, E. and Duchessi, P. (2001) "Models for Understanding the Dynamics of Organizational Knowledge in Consulting Firms" Hawai'i International Conference on System Sciences (HICSS-34), Maui, Hawaii, 2001. 10 pages.

## **TECHNICAL REPORTS**

Rich, E., Andersen, D. F. and Richardson, G. P., (2006) OLF-IRMA-AMBASEC Group Modeling Report I, University at Albany, Albany, NY.

Rich, E., Andersen, D. F. and Richardson, G. P. (2006) OLF-IRMA-AMBASEC Group Modeling Report II, University at Albany, Albany, NY.

Martinez-Moyano, I. J., Rich, E., Conrad, S., Andersen, D. F., and Stewart, T. R. (2005) A Behavioral Theory of Insider-Threat Risks: A System Dynamics Approach, Center for Policy Research, University at Albany.

### **INVITED ARTICLE**

Gonzalez, J. J., Qian, Y, Sveen, F. O., and Rich, E. (2005) "Helping Prevent Information Security Risks in the Transition to Integrated Operations" Teletronikk 101 (1), pp. 29-37.

## **PRESENTATIONS**

### **PEER-REVIEWED INTERNATIONAL AND NATIONAL CONFERENCES**

Trofimovsky, A., Miesing, P., Rich, E., and Krzykowski, L., (2012) "Strategic Sustainability Systems: A Systems Approach" 49<sup>th</sup> Annual Meeting of the Eastern Academy of Management, Philadelphia, PA.

Rich, E. and Conklin, Wm A. (2009) "Using Systems Models to Improve Information Security Management" 2009 System Dynamics Winter Conference, College Station, TX.

Larsen, K, Lee, J., and Rich, E. (2008), "The Development of a Shared Dataset for Predictive Analysis in the Behavioral Sciences" Symposium on Semantic Knowledge Discovery, Organization and Use (NSF-Sponsored), New York University, NY.

Martinez-Moyano, I. J., Rich, E., Conrad, S. (2006) "Modeling Detection Processes: Integrating Judgment and Outcome Decomposition" IEEE Intelligence and Security Informatics Conference (ISI), San Diego, CA.

Martinez-Moyano, I. J., Conrad, S., Rich, E., Andersen, D. and Stewart, T. (2005) "Judgment and Decision Making Under Uncertainty: Modeling Insider Threat Risks in Organizations" INFORMS, San Francisco, CA.

Rich, E. (2005) "Insider Threats: Raising the Profile and Managing the Risks" Research and Development Partnerships in Homeland Security Conference, Department of Homeland Security, Boston.

Rich, E. (2003) "Using Simulation to Explore the Dynamics of Organizational Knowledge" Abstract included in Proceedings of the 21<sup>st</sup> International Conference of the System Dynamics Society, New York City.

Rich, E. (1998) "A Simulation Model of the Effects of Technology on Organizational Knowledge", Association for Information Systems, Baltimore, MD, July 1998. Abstract included in Proceedings of the 4<sup>th</sup> Americas Conference on Information Systems, Baltimore, MD.

Rich, E. (1998) "Limits to Groupware-Facilitated Organizational Learning in a Consulting Firm", Abstract included in Proceedings of the 16<sup>th</sup> International Conference of the System Dynamics Society, Quebec City, Canada.

### **INVITED PRESENTATIONS**

Rich, E., (2013) "Systems Thinking, System Dynamics, and Group Decision Support", CROSSOVER 2.0 Conference, Trinity College Dublin, Ireland.

Miesing, P., Krzykowski, L., Rich, E. (2013) "Environmental, Economic, and Social Sustainability: An Interdisciplinary Approach", Conversation in the Disciplines, State University of New York at Brockport, Brockport, NY

Miesing, P., Krzykowski, L., Rich, E. (2009) "Strategic Sustainability Systems: Evidence from the G3 Program at the UAlbany School of Business", Corporate Social Responsibility and Environmental Sustainability Conference, University at Albany School of Business, Albany, NY.

Rich, E. (2007) "Using Your Experience to Improve Safety and Security in Integrated Operations," Integrated Operations Conference, SINTEF and Norwegian University of Science and Technology, Trondheim, Norway.

Rich, E. (2007) "System Dynamics: Actions, Behavior, and Structure", International Center for Learning, Education and Performance Systems, Tallahassee, FL.

Rich, E. (2004) "An emerging perspective on the dynamics of insider cyber-threats", Third Russian National Conference on Mathematics and Information Technology Security (MaBIT-04), Moscow State University, Moscow, Russia.

Rich, E. (2004) "The Sustainability of Organizational Knowledge: A Simulation-based Exploration", Presented to School of Applied Economics and Management Strategy Faculty Seminar Series, School of Applied Economics and Strategy, Cornell University, Ithaca, NY.

### **AWARDS RECEIVED**

University at Albany School of Business Graduate Teaching Award, selected based on peer review, 2009.

University at Albany School of Business Undergraduate Teaching Award, selected based on peer review, 2005.

University at Albany Distinguished Dissertation Award, 2003.

## **SPONSORED RESEARCH**

### **EXTERNAL SUPPORT**

Title: TLS and DAT: Construct Utilization in the Behavioral Sciences

Duration: 2010-2012

Role: Co-Principal Investigator (all funding going to lead institution).

Lead Institution: University of Colorado, Boulder

Funder: National Science Foundation, Science of Science Policy

Title: Simulation Exercise to Manage Power Cut Crises (SEMPOC)

Amount: €22,000

Duration: 2009-2011 Summer Support

Role: Senior Researcher

Lead Institution: TECNUN, University de Navarre, Spain

Funder: European Commission, Directorate of Justice, Freedom, and Security

Title: A Model-based Approach to Security (AMBASEC)

Amount: 80,000 NOK (approx. \$15,000)

Duration: 2006 Summer Support

Role: Grant co-Author and Senior Researcher

Lead Institution: University of Agder, Norway

Funder: Norwegian Research Council

Title: Incident Response Management (IRMA)

Amount: 40,000 NOK (approx. \$7,500)

Duration: 2007 Summer Support

Role: Researcher

Lead Institution: SINTEF, Norway

Funder: Norwegian Research Council

### **INTERNAL SUPPORT**

Title: Development and integration of student response technology into courses

Amount: \$500

Duration: 2007

Funder: Institute for Teaching, Learning, and Academic Leadership, University at Albany

Title: Meeting support for Security Dynamics Network meeting

Amount: \$1,000

Duration: 2006

Funder: Office of the Dean, School of Business and Office of Special Programs, University at Albany



## **SERVICE ACTIVITIES**

### **SERVICE TO THE PROFESSION**

Conference Track / Mini-Track Organizer – Hawai'i International Conference on System Sciences (2006-2012), ACM Symposium on Applied Computing (2009), International Society for Crisis Response and Management (2007).

System Dynamics Society: Co-leader, Information Science and Information Systems Special Interest Group (2013-2014).

Journal Reviewer: Academy of Management Learning & Education, Annals of Information Systems, Computers and Security, Decision Support Systems, Government Information Quarterly, Information Systems Frontiers, Information Technology and Management, International Journal of Information Technologies and the Systems Approach, International Journal of Information Technology Management, International Journal of Teaching and Case Studies, Journal of Data and Information Quality, Journal of Electronic Commerce Research, OMEGA, Resilience Engineering and System Safety, System Dynamics Review.

Conference Reviewer: Academy of Management (AoM), ACM SIGKDD Workshop on Cyber-Security and Intelligence Informatics, Eastern Academy of Management, Hawai'i International Conference of System Sciences, Information Resources Management Association, International Conference on Information Systems (ICIS) International Conference of the System Dynamics Society, MIT Conference on Information Quality, Workshop for Information Security and Privacy (WISP).

### **SERVICE TO THE SCHOOL OF BUSINESS, UNIVERSITY AT ALBANY**

School of Business MBA “Going Green Global” Lecturer, Student Coach, and Simulation Facilitator, 2009-2014.

School of Business MBA Orientation, Lecturer and Simulation Facilitator, 2008-2009.

School of Business Ethics Series Lecturer, 2006 – 2009.

School-wide Committee services:

AACSB Accreditation, Assessment of Learning Committee, 2008 – 2009.

AACSB Accreditation, Ethics Task Force 2010

Computing, Teaching and Learning Committee, 2004 - 2006. Committee Chair, 2005-2006.

Graduate Affairs Committee 2008 - 2014. Committee Chair, 2008.

Committee on Promotion and Continuing Appointment, 2012-2014.

Search Committee, School of Business MBA Director, 2007.

Search Committee, School of Business Undergraduate Advisor, 2008.

**SERVICE TO THE UNIVERSITY AT ALBANY**

## University-wide Committee Service

University Senator, School of Business, 2012-current.  
 Library and Information Systems Committee, University Senate, 2012-current.  
 Information Systems Council, Chair, 2012-current.  
 Advanced Data Analytics Cluster, 2013-current.  
 Provost's Committee on Online Learning, member, 2013.  
 Data Center Oversight Committee, member, 2013-current.  
 Recruitment Committee, Institute for Teaching and Learning (ITLAL), 2011.  
 Undergraduate Committee on Academic Standing, School of Business Representative,  
 2005 – 2006.

## College of Computing and Informatics, Information Science Ph.D. Program

*Program Service*

Chair, PhD Program Director Search Committee, 2013-2014  
 Member, PhD Program Faculty Search Committee, 2013-2014  
 Information Systems PhD Program Admissions Committee, 2011-Current  
 Information Systems PhD Program Steering Committee, 2012-Current

*Doctoral Dissertation Committee Service*

Wei-Tsong Wang, "Strategic Alignment: A Knowledge Management Approach to  
 Crisis Management," Committee Member, Ph.D. awarded 2006.

Meg Fryling, "Total Cost of Ownership of Enterprise Resource Planning Software:  
 Simulating a Dynamic Feedback Perspective in the Higher Education Environment,"  
 Committee Member, Ph. D. awarded 2010.

Stephen Lackey, Integrating Place and Time with Tasks: Supporting the Student  
 Commuter, Committee Member, Ph. D. awarded 2013

*Doctoral Student Program Committee Service*

Namjoo Choi, achieved candidacy 2009.  
 Dawit Demissie, achieved candidacy 2009.  
 Matthew Jager, achieved candidacy 2009.  
 Alexander Trofimovsky, ongoing.  
 Tung-Mou Yang, achieved candidacy 2009.  
 Andrew Whitmore, achieved candidacy 2009.

**Other Campus Service**

University at Albany Honors College Faculty, 2010-current

Affiliated Faculty, Center for Policy Research, Rockefeller College of Public Affairs and Policy, 2003 – current.  
UA Safe Spaces Program, 2010.  
Undergraduate Academic Mentor Program, 2008 – 2009.  
Undergraduate Freshman Orientation Volunteer, 2007.  
Faculty sponsor, Gift of Life Bone Marrow Drive, 2006, 2009.  
University and School of Business Commencement participant, ongoing.

### **UA Community Outreach**

Faculty Leader, Key Bank – UA Curriculum Collaboration, 2008 – current.  
Faculty Participant, International Institute of Business Analysts, 2008 – current.

### **EXTRAMURAL SERVICE**

Dissertation Reviewer, University of Navarra, Spain

Leire Labaka, “Resilience Framework for Critical Infrastructures”, PhD Thesis, Department of Industrial Engineering, 2013

Marta Ormazabal, "EMM Model. Environmental Management Maturity Model For Industrial Companies", PhD Thesis, Department of Industrial Engineering, 2013

Dissertation Committee Service, University of Bergen, Norway

Ying Qian, “Mitigating information security risks during operation transition: Models and data”, co-supervisor, defended 2010.

Jaziar Radianti, "The Vulnerability Black Market (VBM): Maps, Model, Data", co-supervisor, defended 2010.

Cornell System Dynamics Network, Cornell University, Ithaca, NY      2004-2006

Supported for System Dynamics research and teaching at Cornell’s School of Applied Management through teaching and mentoring of doctoral students and review of faculty research applications.

## **TEACHING**

### **RECENT TEACHING**

ITM 601: Business Systems Analysis and Design (Fall, Graduate).

ITM 611: Analysis and Design of Information Decision Systems (Spring, Graduate, alternate years).

ITM 415Z: Business Systems Analysis and Design (Fall, Undergraduate, Co-instructor).

The above MBA and undergraduate courses cover systems analysis and design for Information Technology Management MIS concentrators. Course includes analysis

of live case through database design and software prototype implementation. Introduced object-oriented analysis, UML, use cases, and advanced requirements gathering techniques into the course as these become integral to current practice. Integrated professional-quality tools into curriculum, including Rational Rose, Visual Paradigm, Visual Analyst, and ORACLE. Provided instruction and technical support to student projects implemented in SQL, Microsoft Access, Java and Visual Basic. Developed and supported Blackboard materials for content management, examination, and access to resources.

ITM 692: Special Topics – Object-Oriented Programming (Fall).

Intensive one-credit programming course for Information Technology Management MBA students. Taught computing concepts using COBOL, Visual Basic and Java, changing languages and techniques as required.

ITM200: Strategic Sustainable Systems (Spring)

University Honors College course integrating systems methods and the interplay between environment and business. Developed coursework, simulation studies and student enrichment activities to support understanding of sustainability in business and social settings.

ITM 330: Business Information Systems & Technologies (Spring)

Undergraduate IT applications survey course for all business majors delivered in large-lecture (~220 student) format. Developed new and adapted existing course material and introduced iClicker technology to improve student engagement during lectures.

ITM 698: Research Project in Information Technology Management.

Supervised selected MBA student theses. Overload course, average 1-2 theses per academic year.

ITM624: Business Dynamics

Introduction to System Dynamics for graduate students. Overload course.

PAD824: Advanced topics in System Dynamics

Doctoral seminar and project course in system dynamics. Overload course.

INF897: Independent Study in Information Science

Directed independent study or readings courses for students in Informatics doctoral program. Overload course, offered each semester.

## PAST TEACHING

### ITM 522: Managing Information Technology

MBA core course in information systems. Curriculum includes the role of IT in corporate strategy definition and implementation, design of strategic information systems, decision support systems, Business Process Reengineering, data mining, data warehousing and other emerging technologies. Integrated case teaching with traditional text and examination format.

### ITM 692: Special Topics in Information Systems

Graduate level course presenting various topics of interest to IT and Operations Management students. Offerings have included introduction to systems theory, intelligent systems, programming techniques, and simulation modeling for IT management.

### ITM510: Advanced Excel with Visual Basic for Applications

### ITM520: Database Management

### ITM331: Business Application Development

### ITM333: Software Development for Business

These four courses are intensive tool instruction for undergraduate and graduate students in software tools and technologies, including Microsoft Access, SQL, Microsoft Excel, Visual Basic and Java. Integrated professional programming methods, analysis techniques and documentary standards into introductory courses to improve quality and consistency of student assignments.

## EDUCATION

**Ph.D., Information Science**, University at Albany, State University of New York, 2002. Dissertation Title: “Modeling the Dynamics of Organizational Knowledge”, supervised by Prof. Peter J. Duchessi. Received University at Albany’s Distinguished Dissertation Award.

**Master of Public Policy**, Harvard University, Cambridge, MA, 1981. Awarded Kennedy School Fellowship.

**B.A., Economics**, *Magna cum Laude*, Brooklyn College, Brooklyn, NY, 1979. Minor in Computer Science. Awarded Adam Smith Medal as leading graduate in department.

## PROFESSIONAL EMPLOYMENT

CENTER FOR TECHNOLOGY IN GOVERNMENT  
University at Albany

1994 - 1995

Led implementation of GIS prototype and groupware test bed projects for internationally recognized research center.

INDEPENDENT CONSULTANT, Albany NY 1991 - 1993

Representative engagements include implementation strategist, groupware architect/developer project reviewer and lecturer.

THE SOFTBRIDGE GROUP, Cambridge, MA 1990 -1991

**Director of Systems Development, Marsoft Division**

Led 10 member development staff supporting design, development, and maintenance of decision support tools used in maritime futures trading.

AMERICAN MANAGEMENT SYSTEMS, INC., New York City, NY 1981 - 1990

**Principal**

Directed 60+ staff years of systems design and development services to public- and private sector clients. Was responsible for business systems analysis, implementation, testing, and strategic planning.

## **PROFESSIONAL ORGANIZATIONS AND CERTIFICATIONS**

Member: ACM, System Dynamics Society, ICCP, Beta Gamma Sigma, IIBA

**C.C.P., C.D.P.**, Institute for the Certification of Computer Professionals.