

Service Statement
Eliot Rich
Fall 2009

Service activities are my personal investment in the University and the disciplines important to me. It is a privilege to conduct my research and teaching at the institution where I earned my doctorate, and I believe is necessary and important to sustain those programs as well as grow the reputation of the University.

Department and School Service

My service to the department includes appointment as departmental representative for a school-wide committee each year, including the Graduate Affairs Committee (GAC) or the Computing, Teaching and Learning (CTL) Committee; I have chaired the GAC for a semester and the CTL for one year during my Assistant Professor appointment. These are the fora where faculty and departmental curricular initiatives are reviewed. I have served on School of Business committees for curricula reform and innovation, developing standards for curriculum standards, syllabi review, and other mechanisms needed for AACSB accreditation. While chair of the CTL I developed and distributed a faculty-driven procedure for recognition of exceptional teaching in the school. I have helped coordinate and administer both of the national faculty searches held by my department during the last decade, and have also been a faculty representative for administrative search committees.

Teaching and service overlap, as there are some topics that must be part of the cross-disciplinary education of our students, but that do not have a clear home in my technology-oriented teaching. Teaching overload seminars and simulation games during MBA orientation and end-of-year MBA integrative courses provides the venues where I try to transmit both the lessons and my personal passion for systems thinking as an important component of the business toolkit. For the last few years I have led short seminars on ethical issues in business and sustainability and systems theory as applied to information systems research in addition to my formal teaching commitment.

University and Community Service

I am deeply involved with the Information Science Ph.D. program, our cross-disciplinary center for research and study across the many aspects of information. I have served on four UA dissertation committees in the last six years and numerous pre-candidacy student committees, all of which allow me return the support and mentoring I received. I am currently a member of the Decision and Policy Science concentration and have been part of the Business Information Decision Systems concentration. These concentrations provide the basic framework for our doctoral students' training. I have also been a guest lecturer in courses in the Department of Management and Department of Public Administration, usually on technology-related subjects. I am also affiliated with the University's Center for Policy Research, where I have developed proposals for government and private research funding.

During 2005-2006 I was the School of Business representative to the University-wide Undergraduate Committee on Academic Standing. This was a fascinating assignment, as I learned a great deal about how to provide support and appropriate accommodations to students facing life challenges. The experience allowed me to better address these concerns when they arise in my own classes.

I thoroughly enjoy service activities that bring me closer to our students. I have served meals to incoming freshmen, manned booths at our Fountain Day springtime extravaganza, and worked the phones and staffed tables for recruitment. While serving as the faculty advocate for the Gift of Life Bone Marrow Drive on campus, having been an anonymous bone marrow donor a few years ago, nearly two hundred potential donors were recruited, the most successful drive across the country. Participating in these social activities changes the dynamics between students and faculty, linking us both to the University. Last year I helped establish an Albany chapter of the International Institute for Business Analysis. While my activity with this group has been limited, I hope to help establish a link between established professionals and our Albany students.

Extra-Campus Service

My extra-campus activities were selected to identify and develop a network of colleagues interested in systems approaches to socio-technical problems. In 2006 I introduced a mini-track at the HICSS conference that focused on emergent threats and systems modeling. I continue to co-chair this track, which attracts between 12-15 papers each year (http://www.hicss.hawaii.edu/hicss_43/minitracks/in-ers.htm). My colleagues and I have a new track running this year at the ACM Symposium for Applied Computing (http://www.albany.edu/~er945/CfP_SAC2010_ISRA.html), looking at information security research. We vetted over 40 submissions for this track, a surprisingly large number. I am also an active journal reviewer within the simulation and IT community (including Computers and Security, Decision Support Systems, Information Systems Frontiers, Information Technology and Management, OMEGA, and the System Dynamics Review) as well as general management (Academy of Management Learning & Education).

My second extra-campus activity disseminates the art and craft of systems modeling. Along with my University of Albany appointment, I am a Visiting Professor at Agder University, Norway and TECNUN, University of Navarra, Spain. At both schools I work with doctoral students and faculty to develop and extend their system dynamics and modeling skills, and I am co-supervising two Ph.D. dissertations at Agder. These collaborations have proven to be very fruitful for my own research as well. From 2004 to 2006 I was appointed a Visiting Fellow at Cornell's School of Applied Management, and worked with doctoral students to integrate the techniques and lessons of systems into their own research programs. I am also an active member of the System Dynamics Society, particularly in the Security special interest group, where I led the 2009 SIG meeting.

Service activities bring my personal values into action. These collaborations bring me great satisfaction as they promote the future of my discipline and my University.