

Steven Mark MILLER
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Citizenship: American

Education

1978 - 1983	Ph.D. in Engineering and Public Policy School of Engineering, Engineering and Public Policy Department, Carnegie Mellon University, Pittsburgh, PA, USA
1978 - 1980	Masters of Science in Statistics Statistics Department Carnegie Mellon University, Pittsburgh, PA, USA
1974 - 1978	Bachelors of Science in Engineering Systems Science and Engineering Department School of Engineering and Applied Science, Magna Cum Laude University of Pennsylvania, Philadelphia, PA, USA
1971 - 1974	High School Diploma Honours with distinction in Visual Arts Phillips Academy, Andover, MA, USA

Position(s) Held

Jul 2012 - Jul 2017	Vice Provost (Research) Singapore Management University
Oct 2011 - Jun 2012	Special Advisor to Provost, Major Research Initiatives Singapore Management University
Jun 2003 - Now	Professor of Information Systems (Practice) and Dean School of Information Systems Singapore Management University
Dec 2002 - Jun 2003	Professor of Information Systems (Practice) and Interim Dean School of Information Systems Singapore Management University
Mar 2002 - Dec 2002	Chief Architect Executive Asia Pacific Business Innovation Services IBM Global Services
Jan 2001 - Mar 2002	E-business Integration Category Leader ASEAN/South Asia Business Innovation Services IBM Global Services
May 2000 - Dec 2000	E-business Principal and Architect ASEAN/South Asia Business Innovation Services IBM Global Services
Sep 1995 - Apr 2000	Chief Engineer RWD Technologies Inc USA

Mar 1992 - Aug 1995	Director of Manufacturing Engineering Fujitsu Network Communications Richardson, TX USA
Sep 1989 - Feb 1992	Director of Manufacturing Engineering (in training) Fujitsu Limited Telecommunications Division Oyama, Japan
May 1983 - Aug 1989	Assistant Professor of Manufacturing Management Graduate School of Industrial Administration Carnegie Mellon University, Pittsburgh, USA

Professional Activities

1. Invited Project Evaluation Sub-committee(PES) for R&D Cloud Computing proposal, 28 January 2011 - 28 January 2011
2. Panel Chair, 2009 IEEE International Conference on e-Business Engineering (ICEBE 2009), Macau, China, 21 October 2009 - 23 October 2009
3. Appointed as Working Committee 1 for Infocomm Media Masterplan 2025 by joint effort led by private sector with the support of MCI, IDA, MDA and EDB, 2013 - 2014
4. Invited Evaluation Committee Member, Most Innovative Infocomm Product/Service Category, National Infocomm Awards 2012. Sponsored by Singapore Infocomm Development Authority (IDA) and Singapore Infocomm Technology Federation (SiTF), 2012
5. Executive Steering Committee Member, Livelabs Urban Livestyle Innovation Platform, 2012 - 2016
6. Invited member, Honorary 300 of the National Infocomm Registry for ICT Professionals, 2011 - 2013
7. Executive Steering Committee Member, SMU - TCS iCity Lab, 2011 - 2014
8. Executive Steering Committee Member, Living Analytics Research Centre, 2011 - 2015
9. Invited Evaluation Committee Member, Most Innovative Infocomm Product/Service Category, National Infocomm Awards 2010. Sponsored by Singapore Infocomm Development Authority (IDA) and Singapore Infocomm Technology Federation (SiTF), 2010
10. Invited Panel of Judges of The Asian Banker IT Implementation Awards, Technology & Operations Council, The Asian Banker Summit, 2009
11. Invited Evaluation Committee Member, Most Innovative Infocomm Product/Service Category, National Infocomm Awards 2008. Sponsored by Singapore Infocomm Development Authority (IDA) and Singapore Infocomm Technology Federation (SiTF), 2008
12. Invited Adjunct, Full Member, Technology & Operations Council, The Asian Banker Summit, The Asian Banker, 2008 - 2009
13. Member, SMU Senior Management Committee, 2003 - now
14. Invited Panel of Judges of The Asian Banker IT Implementation Awards, Technology & Operations Council, The Asian Banker Summit, 18 April 2010 - 21 April 2010
15. Invited Panel Member of Technical Expert, Jump-start And Mentor (i.JAM) Programme, Interactive Digital Media Programme Office (IDMPO), 16 February 2012 - 31 March 2013

16. Invited Panel of Judges of IT Leader Awards 2010, sponsored by Singapore Computer Society (SCS), 15 January 2010 - 15 January 2010
17. International liaison for Seventh Workshop on e-Business (WeB 2008), "Designing e-Business Systems: Market, Services and Networks", Paris, France, 13 December 2008
18. Member, MND R&D Steering Committee , November 2012 - October 2014
19. Member, SMU Challenge Taskforce for Drafting University's 2010-2014 Strategic Plan, November 2009 - now
20. Sub-working group chair for the AINSEP Qualifying Process, November 2005 - March 2006
21. Invited member of the Local Evaluation Panel, National Research Foundation (NRF) Research Fellowship (RF), October 2009 - January 2010
22. Invited Member, Infocomm Manpower Council of the Singapore Infocomm Development Authority (IDA), October 2006 - June 2010
23. Invited Board of Advisor, Tocco Studios Private Limited, 08 June 2011 - 08 June 2012
24. Appointed as Member on the Academic and Industry Group (AIG) of the Enabling ICT and Platforms Workgroup by National Innovation Challenge on "Land and Liveability" (L&L NIC), 08 April 2013 - 07 April 2016
25. Member, Finance Technical Committee, National Infocomm Competency Framework (NICF), July 2010 - June 2011
26. Invited Member, National Infocomm Competency Framework Technical Committee (Financial Services), Infocomm Development Authority of Singapore, July 2008 - July 2010
27. Invited Panel of Judges of IT Leader Awards 2009, sponsored by Singapore Computer Society (SCS), 07 January 2009
28. Invited Member for the Talent Attraction and Development Committee (TADC) by Infocomm Development Authority of Singapore (IDA), April 2012 - March 2014
29. Invited Panel of Judges of the Innovate IT 2009, Singapore Management University, April 2009
30. Invited Executive Committee member, SAS User Group Association of Singapore (SUGAS), April 2009 - October 2012
31. Invited Member, Interactive & Digital Media Futures Committee, Singapore National Research Foundation, February 2010 - June 2010
32. Board Member, Lien Centre for Social Innovation at Singapore Management University, 01 June 2008 - 30 June 2013
33. Member, Science and Engineering Research Committee's Public Sector Funding Review Committee (PSF-RC), 01 April 2011 - 01 April 2012
34. Advisory Committee Member, Singapore National Grid Advisory Council, 01 April 2007 - 31 March 2013
35. Member, Job Evaluation Committee at Singapore Management University, 01 January 2011 - 31 December 2013
36. Senior Member, Singapore Computer Society, since 2003.
37. Senior Advisor, School of Software, Fudan University, January 2007 - December 2008.

38. Member, IT Dean's Group of the Computing Research Association, since 2003. Renamed to CRA Dean's Group in 2008.
39. Member, Faculty IT Advisory Board, Singapore Management University, since 2003.
40. Leader, Working Group on Governance & Policies, National Grid, Singapore, appointment from October 2004 through October 2006, by the Chairman of the National Grid Steering Committee.
41. Judge, Young Scientist Award 2004. Sponsored by the Singapore National Academy of Sciences.
42. Judge, Tan Kah Kee Young Inventors' Award Competition from 2004. Sponsored by the Tan Kah Kee Foundation and the Singapore Agency for Science, Technology and Research (ASTAR).
43. Judge, National Infocomm Awards from 2004. Sponsored by Infocomm Development Authority of Singapore.
44. Judge, MIS Asia IT Excellence Awards, 2005 sponsored by Fairfax Publishing and MIS Asia Magazine, 2005.
45. Judge, IT Youth Awards since 2005. Sponsored by Singapore Computer Society and supported by Infocomm Development Authority of Singapore.
46. Judge, CIO Awards for 2004. Sponsored by CIO Asia Magazine.
47. Judge, 21st National Software Competition, sponsored by the Singapore Ministry of Education and IDA, held at Singapore Poly on 27 August 2005.
48. Invited Senior Advisory Board Member, Journal of Management Information Systems, International Journal of Electronic Commerce, "Information Systems in Services", "Service Science in E-Commerce".
49. Invited Member, Judging panel for Research & Development Track, Asia Pacific ICT Alliance (APICTA) Awards 2007.
50. Invited Member, Judging panel for Land Transport Excellence Awards (by Land Transport Authority) - "Most Innovative Partner (Technology)", and "Most Innovative Partner (Services)", November 2007 - March 2008.
51. Invited Member, Association of Information Security Professional (AINSEP) Working Group, Singapore InfoComm Development Authority, 2005-06.
52. Co-opted Executive Council Member, Singapore Computer Society, March 2005 - March 2007.
53. Advisory Committee Member, School of Media and Info-Communications Technology, Singapore Polytechnic, June 2003 - May 2006.

Conference Program Committee and Advisory Services

1. General Chair, 14th Annual International Conference on Electronic Commerce (ICEC 2012), Singapore, 06 August 2012 - 08 August 2012
2. Senior Programme Committee Member, Workshop on Information Technology and Systems (WITS 2011), Shanghai, China, 03 December 2011 - 04 December 2011
3. Honorary Conference Chair, 3rd International Conference on Social Informatics (SocInfo2011), Singapore, 06 October 2011 - 08 October 2011

4. Steering Committee Member, 2010 IEEE International Conference on e-Business Engineering (ICEBE 2010),, Shanghai, China, 10 November 2010 - 12 November 2010
5. Panel Chair, 2009 IEEE International Conference on e-Business Engineering (ICEBE 2009), Macau, China, 21 October 2009 - 23 October 2009
6. General Co-chair for the IEEE International Conference on e-Business Engineering (ICEBE 2008), Xi'an China, 22 October 2008 - 24 October 2008
7. Programme Committe Member, The Fifth International Workshop on Grid Economics and Business Models, Las Palmas, Canary Island, Spain, 25 August 2008 - 26 August 2008
8. Advisory Board Member and Program Committee Member: IEEE Conference on E-Business Engineering (ICEBE 2007), Shanghai, China, October 2007
9. Programme Committe Member for WITS 2006, 16th Workshop on Information Technologies and Systems, Milwaukee, Wisconsin, USA, 9 December 2006 - 10 December 2006
10. Programme Committe Member, The Fifth Workshop on e-Business, Milwaukee, Wisconsin, USA, 9 December 2006
11. Conference Advisory Board Member, IEEE International Conference on e-Business Engineering, Shanghai, China, 24 October 2006 - 26 October 2006
12. Publicity Chair, IEEE International Conference on Services Computing (SCC 2006) and IEEE International Conference on Web Services (ICWS 2006), Chicago, USA, 18 September 2006 - 22 September 2006
13. Workshop Co-Chair, 3rd International Workshop on Grid Economic and Business Models, held in conjunction with the Cluster Computing and Grid Conference 2006 and Grid Asia 2006, Singapore, 16 May 2006
14. Programme Committee Member, Workshop on Information Technology and Systems (WITS 2005), Las Vegas, Nevada, USA, December 2005
15. Programme Committee Member, 2005 International Conference on Cyberworlds, Singapore, 23 November 2005 - 25 November 2005
16. Programme Committee Member, IEEE Conference on E-Business Engineering (ICBE 2005), Beijing, China, October 2005
17. Advisory Board Member and Program Committee Member: IEEE Conference on E-Business Engineering (ICBE 2006), Shanghai, China, October 2006
18. Technical Programme Committee member, ICOST 2004, 2nd International Conference on Smart homes and health Telematic, 15 September 2004 - 17 September 2004

Journal Articles (Refereed)

1. "Learning Outcomes for a Business Information Systems Undergraduate Program", by Joelle DURCOT, Steven MILLER, and Paul GOODMAN, 2008, Vol. 23, Article 6, *The Communications of the Association of Information Systems*, The Berkeley Electronic Press (bepress)
2. "Modeling Semantics in Composite Web Service Requests by Utility Elicitation", by Qianhui LIANG, J. CHUNG, and S. MILLER, 2007, Vol. 13, 3, *Knowledge and Information Systems (KAIS) journal*, Springer, 367-394
3. "Exceptions and Exception Handling in Computerized Information Processes", by D.M STRONG and Steven MILLER, 04/1995, Vol. 13, 2, *ACM Transactions on Information Systems*, 206-233

4. "Difficulties in Troubleshooting Automated Manufacturing Systems", by S. R. BEREITER and Steven MILLER, 1990, Vol. 5, *International Journal of Industrial Ergonomics*, 91-104
5. "Designing Effective Vendor/User Training Through the Technological Life Cycle", by P. S. GOODMAN and Steven MILLER, 1990, Vol. 9, 2, *National Productivity Review*, 169-178
6. "A Field-Based Study of Trouble-Shooting in Computer-Controlled Manufacturing Systems", by S. R. BEREITER and Steven MILLER, 1989, Vol. 19, 2, *IEEE Transactions on Systems, Man and Cybernetics*, 206- 219
7. "Impacts of Automation on Process Control Decision Making", by Steven MILLER and S. R. BEREITER, 1987, Vol. 3, 3, *Robotics and Computer-Integrated Manufacturing*, 311-317
8. "Developing a Methodology to Predict the Potential for Substituting Robots for Humans in Assembly Tasks", by R. U. AYRES, N. CAPELL, and Steven MILLER, 1984, Vol. 13, 1, *Manufacturing Systems*, 26-51
9. "Robotic Realities: Near Term Prospects and Problems", by R. U. AYRES and Steven MILLER, 11/1983, Vol. 47, *Annals of the American Academy of Political and Social Science*
10. "Robotics and the Conservation of Human Resources", by R. U. AYRES and Steven MILLER, 1982, Vol. 4, 3, *Technology and Society*
11. "Robotics, CAM, and Industrial Productivity", by R. U. AYRES and Steven MILLER, 02/1982, Vol. 1, 1, *National Productivity Review*, 42-60
12. "The Role of Technological Change", by R. U. AYRES and Steven MILLER, 1980, Vol. 7, *Journal of Environmental Economics and Management*, 353-371
13. "Efficient Employment of Cohorts of Labor in the U.S. Economy: An Illustration of a Method", by A. E. BOARDMAN, Steven MILLER, and A. P. SCHINNAR, 1979, Vol. 13, *Socio-Economic Planning Sciences*, 297-302

Conference Papers (Refereed)

1. "Economic Performance Analysis of the Tycoon Market-Based Resource Allocation System for Grid Computing", by Danny OH and Steven Mark MILLER, 12/2006, *Proceedings of the Fifth Workshop on E-Business (WEB 2006)*, Milwaukee, WI
2. "Service Pattern Discovery of Web Service Mining in Web Service Registry-Repository", by Qianhui LIANG, Jen-Yao CHUNG, Steven MILLER, and Ouyang YANG, 10/2006, *2006 IEEE International Conference on E-Business Engineering*
3. "Experimental and Empirical Perspectives on Grid Resource Allocation for the Singapore Market", by Danny OH, Steven MILLER, and Nan HU, 05/2006, 13-23, *in proceedings of the Third International Workshop on Grid Economics and Business Model (GECON 2006)*, Singapore
4. "Towards Semantic Service Request of Web Service Composition", by Qianhui LIANG, J. CHUNG, and S. MILLER, 10/2005, pp. 705-712, *IEEE Conference on e-Business Engineering (ICEBE 2005)*, Beijing, China
5. "Service Mining for Web Service Composition", by Qianhui LIANG, S. MILLER, and J. CHUNG, 08/2005, pp. 470- 475, *2005 IEEE International Conference on Information Reuse and Integration (IEEE IRI '05)*, Las Vegas, Nevada, USA
6. "Transplanting Manufacturing Power: Observations from Five Years at Fujitsu", by Steven MILLER, 1995, *Understanding Japan: Business, Culture, Technology, The Japanese Business*

Lecture Series, Proceedings from the years 1993 and 1994, Pages 30-45, Carnegie Mellon University, Graduate School of Industrial Administration

7. "Training the Trainer to Support the Manager's Role as a Monitor and Problem Solver", by Steven MILLER, 1988, *SME Conference on "Training for Automated Manufacturing Systems"*, Technical Report No. 141488-796, Dearborn, MI: Society of Manufacturing Engineers
8. "Providing Information to Trouble-Shooters: What Can We Learn From Experiences of Experts?", by S. R. BEREITER and Steven MILLER, 1987, *Manufacturing Processes, Systems, and Machines: Proceedings of the 14th Conference on Production Research and Technology*, Pages 179-187, Dearborn, MI: Society of Manufacturing Engineers
9. "Training and the Technology Life Cycle", by Steven MILLER and P.S. GOODMAN, 1987, *SME Conference on "Systems Training for Automated Manufacturing"*, Technical Paper No. MM87-522, Dearborn, MI: Society of Manufacturing Engineers
10. "Studying Troubleshooting in Computer-Controlled Production Systems: Lessons in Research Design and Implementation", by S .R. BEREITER and Steven MILLER, 10/1987, *The 1987 IEEE International Conference on Systems, Man and Cybernetics*, New York, NY: IEEE Press, Vol. 2, Pages 621-628
11. "A Model for Evaluating the Performance of Operational Level Information Handling Activities", by Steven MILLER and D.S. STRONG, 12/1986, *The Seventh International Conference on Information Systems*, Pages 277-298, San Diego, CA
12. "Modernizing to Computer-Integrated Production Technologies in a Vehicle Assembly Plant: Lessons for Analysts and Managers of Technological Change", by Steven MILLER and S. R. BEREITER, 11/1985, *National Bureau of Economic Research Conference on Productivity Growth in the United States and Japan*, Cambridge, MA

Books and Monographs (Authored or Co-authored)

1. "GECON 2006, Proceedings of the 3rd International Workshop on Grid Economics and Business Models", by Hing-Yan LEE and Steven MILLER, *World Scientific Publishing*, Singapore, 05/2006
2. "Impacts of Industrial Robotics: Potential Effects on Labor and Costs on the Metalworking Industries", by Steven MILLER, *University of Wisconsin Press*, 1989, 255
3. "Investigating Causes of Maintenance Downtime and Troubleshooting Difficulty in Computer Integrated Production Systems", by S. R. BEREITER and Steven MILLER, *Noyes Publishing Corporation, Parkridge, NJ*, 1989
4. "Final Report: An Exploratory Assessment of Second Generation Robotics and Sensor-Based Systems", by Ayres R.U. and Steven MILLER, 1985
5. "Robotics: Applications and Social Implications", by Steven MILLER and R.U AYRES, *Ballinger Publishing Company*, 1983, 339

Chapters in Books

1. "Starting Up the School of Information Systems at Singapore Management University: Critical Success Factors and Questions of Balance", by Paul S. GOODMAN and Steven MILLER, in *Organizational Learning Contracts: New and Traditional Colleges*, edited by Paul S. Goodman, *Oxford University Press*, 2011.
2. "Robots on the Line-Revisited", by Steven MILLER, in *Perspectives on the Computer Revolution*, edited by Pylyshyn Z.W. and Bannon L.J., *Ablex Publishing Company*, Norwood, NJ, 1989, 335-340.

3. "Sources of Difficulty in Troubleshooting Automated Manufacturing Systems", by S. R. BEREITER and Steven MILLER, in *Ergonomics of Hybrid Automated Systems I*, edited by Karwowski W., Parsaei H. R., and Wilhelm M. R., *Elsevier Science Publishers*, Amsterdam, Netherlands, 1988, 37-50.
4. "Investigating Downtime and Trouble-Shooting in Computer-Controlled Production Systems", by S. R. BEREITER and Steven MILLER, in *Empirical Foundation of Information and Software Sciences IV*, edited by Zunde P. and Agrawal J., *Plenum Press*, New York, NY, 1987.
5. "Industrial Robotics and Flexible Manufacturing Systems: An Overview", by Steven MILLER, in *The Management of Productivity and Technology in Manufacturing*, edited by Kleindorfer, Paul R., *Plenum Press*, New York, 1985, 9-55.
6. "Impacts of Robotics and Flexible Manufacturing Technologies on Manufacturing Costs and Employment", by Steven MILLER, in *The Management of Productivity and Technology in Manufacturing*, edited by Kleindorfer, Paul R., *Plenum Press*, New York, 1985, 73-110.
7. "Socioeconomic Impacts of Industrial Robotics: An Overview", by R. U. AYRES and Steven MILLER, in *Handbook of Industrial Robots*, edited by Nof, Shimon, *McGraw Hill Inc.*, New York, 1985, 467-496.
8. "Technology Transfer in the Robotics Industry", by R. U. AYRES, L. LYNN, and Steven MILLER, in *Technological exchange, the U.S.-Japanese experience : proceedings of a symposium held on October 21, 1981*, edited by Cecil H Uyehara; Japan-America Society of Washington., *University Press of America, Inc.*, Washington, DC, 1982.

Published Reports

1. "The New Manufacturing: The Race to Automate", by Steven MILLER, Cyert R.M., Dunkel S., and Jordon A, *Business Higher Educational Forum*, Washington, DC, 05/1984

Newspaper and Magazine Articles

1. "Trends for Business IT", by Steven MILLER, 2003, *CIO Magazine*, 43-47
2. "Watching the Transplant Grow: Observations from FNTS Richardson", by Steven MILLER, 01/1995, *Fujitsu Management News*, Fujitsu Ltd., No. 26, 4-7
3. "Final Comments from Oyama Factory", by Steven MILLER, 04/1992, *Fujitsu Management News*, Fujitsu Ltd. No.20, 12-19
4. "How Robots and Other Automation Change the Nature of the Work Force", by Steven MILLER, 1985, *American Machinist Magazine*, 128-131
5. "Robots on the Line", by Ayres R.U. and Steven MILLER, 1982, *Technology Review*, Vol. 85, No. 4, 35-44

Unpublished Reports

1. "How Visual Images Help Run Japanese Factories", by Steven MILLER, RWD Technologies, Report No. RWD-R-960793.R1, 11/1996
2. "Japanese Thinking About Manufacturing: Is it As Simple As Plan-Do-See", by Steven MILLER, RWD Technologies, Report No. RWD-R-960263, 03/1996

3. "Impacts of a Plant Modernization on Labor Requirements", by Steven MILLER and S. R. BEREITER, Center for the Management of Technology, Carnegie Mellon University, 09/1987
4. "Human Assembly Time Versus Levels of Tactile and Sensory Input: Experimental Results for Five Devices", by Steven MILLER, Robotics Institute, Carnegie Mellon University, 09/1984
5. "A Methodology to Predict the Substitutability of Robots for Factory Workers", by Ayres R.U. and Steven MILLER, U.S Department of Labor, Employment and Training Administration, 02/1984

Working Papers

1. "Exception Handling and Quality Control in Office Operations", by D. STRONG and Steven MILLER, 1989, Boston University School of Management Working Paper Number 89-16

Grants

1. SMU-TCS iCity Lab. Sponsored by Tata Consulting Services, August 2011 - July 2014
2. Living Analytics Research Centre with Carnegie Mellon University. Sponsored by the Singapore National Research Foundation under its International Research Centre @ Singapore Funding Initiatives, January 2011 - December 2015
3. Market-based resource allocation for GRID computing with real demand data: Principal Investigator. Callaborators are HU Nan, Assistant Professor of Information Systems at SMU and Danny HO, Research Engineer of Information Systems at SMU; Kevin LAI, HP Labs Palo Alto; Sponsored by the Singapore Infocomm Development Authority through the Adaptive Enterprise@Singapore Initiative with Hewlett Packard. December 2004 through December 2006.
4. Fellowship for Japanese Language Study. Sponsored by the International Programs Office of the National Science Foundation, June to August 1989.
5. Troubleshooting and Human Factors in Automated Manufacturing Systems: Principal Investigator, with Susan Bereiter. Sponsored by the National Science Foundation, Manufacturing Systems Program, Grant DMC-86-173-30, 1987 1988. Additional sponsorship also provided by General Motors Corporation.
6. Forecasting Staffing and Skill Requirements of Working with Intelligent Computer Systems. Principal Investigator. Sponsored by Digital Equipment Corporation, November 1984 to June 1987.
7. Managing Computer-Integrated Manufacturing Technologies: An Exploratory Study. Sponsored by General Motors, Truck and Bus Division, September, 1984 to May 1985.
8. An Exploratory Assessment of Second Generation Robotics and Sensor-Based Systems, with Robert U. Ayres. Sponsored by the National Science Foundation, May 1983 to May 1984.
9. A Methodology to Predict the Substitutability of Robots for Factory Workers, with Robert U. Ayres. Sponsored by the Employment and Training Administration, U. S. Department of Labor, September 1982 to September 1983.
10. Exploring Strategies to Effectively Utilize Computer-Integrated Manufacturing Technology, with Paul Goodman. Sponsored by PPG Industries. Spring 1986 Spring 1987.
11. Customer Responsiveness. Co-Principal Investigator, with Paul Goodman and Peng Si Ow. Sponsored by Rockwell International Corporation. Spring 1985 Fall 1986.
12. Analysis of the Impacts of Computer-Integrated Manufacturing. Co-Project Manager with Paul Goodman. Sponsored by General Motors Corporation. Fall 1985 Fall 1988.

Thesis Chairman (Ph. D)

1. Diane M. Strong, "Design and Evaluation of Information Handling Processes," 1988, Graduate School of Industrial Administration, Carnegie Mellon University.
2. Susan R. Bereiter, "Troubleshooters' Information Utilization in Computer-Controlled Manufacturing Systems," 1988, Department of Engineering and Public Policy, Carnegie Mellon University.

Editorial Boards

1. IEEE Transactions on Engineering Management (through 1998).
2. The International Journal of Human Factors in Manufacturing through 1998)
3. Advisory Board Member, ACM Transactions on Management Information Systems (ACM TMIS), ACM, 2009

Courses Taught - Masters

1. Robotics: Applications and Impacts
2. Computer-Integrated Manufacturing I: Technology and Applications
3. Computer-Integrated Manufacturing II: Implementation and Impacts
4. World Class Manufacturing and Global Competitiveness (with Thomas Murrin, former Technology Group President, Westinghouse Electric Corporation)

Invited Talks

1. Invited Speaker at Computer Associate World Expo 2011, "Everything is changing... But have the fundamentals of managing IT in Business settings really changed?", 21 July 2011 - 21 July 2011
2. Panel Discussion Member, SAS Forum 2011, 26 April 2011 - 26 April 2011
3. Invited Speaker at CIO Conference 2011, Featuring the Great Debate & CIO Awards 2011, Singapore, 08 March 2011
4. Panel Discussion Leader, CloudAsia 2010, Singapore, 05 May 2010
5. Invited Speaker at International Conference on Internet Business (iBiz 2009), "Learning Experiences and Outcomes for a Business Information Systems Curriculum", Japan, 30 January 2009 - 31 January 2009
6. Invited Panel of Judges of IT Youth Award 2009, 20 November 2008
7. Invited talk at The Technology and Operations Council Annual Meeting 2008, Hanoi, Vietnam, 18 March 2008
8. Invited Senior Advisory Board Member, Journal of Management Information Systems, International Journal of Electronic Commerce, "Information Systems in Services", "Service Science in E-Commerce", 2008 - 2011

9. Invited Plenary Panel Speaker at IEEE International Conference on E-Business Engineering (ICEBE2007), "RFID for Supply Chain Management: Status, Directions and Challenges", Hong Kong, 25 October 2007
10. Invited Plenary Key Note talk on "The Standard Chartered iLAB@SMU (Singapore) : An industry-University Collaboration for Service Innovation", Fifth Workshop on E-business (WEB 2006), Milwaukee, WI, 09 December 2006
11. Panel Moderator, "Sustaining the Outsourcing Partnership" Infocomm Development Authority - Ministry of Finance Outsourcing Exchange Forum, Singapore, 12 January 2006
12. Invited Guest Speaker on "Industry Collaborations with the SMU (Singapore) School of Information Systems : Experiences, Lessons and Suggestions" at the MIS Research Center Seminar Series, Carlson School of Management, University of Minnesota, 08 December 2006
13. Invited talk at GovernmentWare 2006, GovernmentWare 2006, sponsored by the Singapore Ministry of Home Affairs, 22 November 2006
14. Panel Moderator, Infocomm Development Authority Distinguished Infocomm Speaker Series, SUN CEO Scott McNeally talk on "Technology in the Age of Participation", Singapore, 14 September 2005
15. Panel Moderator, "Covergence of IT, Audit, Assurance and Security," The Technology, Audit, Control and Security Conference (TACS 2006), sponsored by the Information Systems Control and Audit Association (ISACA), Singapore Chapter, Singapore, 05 August 2006
16. Invited Guest Speaker at the International Workshop on Internet Business Education Model for Asia, sponsored by Aoyama Gakuin University, Tokyo, Japan, 01 November 2005
17. Invited Participant to the IBM's Global Innovation Outlook 2.0 Workshop for India and South Asia, New Delhi India, 15 September 2005
18. Panel session on "Navigating the Intricacy of BPO: Clients' Perspective," Infocomm Development Authority-Institute of Systems Science-Singapore Management University Seminar on Offshoring Services: Singapore as one of the world's top locations, Singapore, 25 August 2005
19. Panel Moderator, "The Technical and Societal Implications of Networking: A Personal Perspective", Carnegie Mellon University Professor David Farber talk, Singapore Management University, 22 June 2005
20. Panel Moderator, "Web 2.0: How XML and RSS are Transforming Your Internet Experience", Steve Wozniak talk, Singapore Management University, 15 June 2005
21. "Analyzing Demand Patterns, Business Models and Governance to facilitate the growth of Grid Services in Singapore", with SMU Assistant Professor HU Nan, Information Systems Department Seminar, School of Computing, National University of Singapore, 15 April 2005
22. Panel Moderator, "Industry Experience with IT and Software Process Certifications", Software Engineering Conference of the Singapore Computer Society QC Chapter, held at the Institute of Systems Science, Singapore, 29 March 2005
23. "Analyzing Demand Patterns, Business Models and Governance to facilitate the growth of Grid Services in Singapore", with SMU Assistant Professor HU Nan, 2nd International Workshop on Grid Economic and Business Models (GECON) 2005, part of the 13th Global Grid Forum, Seoul, 13 March 2005
24. Business Week's Chief Information Officers Forum, Speaker, Singapore, 28 September 2004
25. 2nd MIS Asia Innovation Awards 2004, Guest Speaker, Singapore, 22 September 2004

26. "What is Driving Innovation in IT? -Applications and Opportunities in a Post-dotcom World," Stanford Asia Technology Initiative 2004 Global Entrepreneurial Conference, Panel Speaker, Singapore, 25 August 2004
27. "IT Career Routes," IT Dean's Group meeting of the Computing Research Association, Washington, DC, 24 February 2004
28. "IT People for Uncertain Times," 16th Singapore CIO Forum, Information Technology Managers Association of Singapore and Accenture, July 2003
29. "Monitoring Changes Across Thousands of Financial Service Firms. What do you do with 600,000 control charts?" (with Jon Weisz, SAS Institute R & D), SAS Users Group International, Indianapolis, IN, April 2000
30. "Explanation of Analytic Methods Used in the NASD-R INSITE Surveillance System," (with Frank McAuliffe, NASDR), Presentation to the New York Stock Exchange, Office of Regulation, New York, NY, April 2000
31. "Explanation of Analytic Methods Used in the NASD-R INSITE Surveillance System," (with Frank McAuliffe, NASDR), Presentation to the Securities and Exchange Commission, Office of Market Regulation, Washington, DC, February 2000
32. "INSITE Exam Program Update," Presentation to Member Regulation National Directors Meeting, National Association of Securities Dealers-Regulation, Arlington, VA, February 2000
33. "Surveillance of Firms in the Securities Industries," Leveraging Corporate Knowledge Seminar Series, Robert H. Smith School of Business, University of Maryland, College Park, MD, February 2000
34. "Analytic Methods Workshop for the INSITE Surveillance System: Use of Statistical Process Control Methods," (with Robert Rodriguez and Jon Weisz, SAS Institute R & D), Presentation to the Market Regulation Division, National Association of Securities Dealers-Regulation, Rockville, MD, November 1999
35. "A Manufacturing Paradox: How does the nation with the world's most ambiguous language create the world's most precise systems for mass producing physical things?" Harvard Business School Executive Program in Operations Management, Boston, MA, Winter 1996-7.
36. "Fujitsu's Approach to Customer Service in the U.S. Telecommunications Industry," (with Yutaka Imai, Fujitsu), 1997 Japan Business Lecture Series, Graduate School of Industrial Administration, Carnegie Mellon University, Pittsburgh, PA, February 1997
37. "Enhancing Communication and Coordination in International R & D," Carnegie Bosch Institute R & D Management Forum, Carnegie Mellon University, Pittsburgh, PA, October 1997
38. "Use of Visual Representations for Problem Solving in a Manufacturing Setting," Cognitive Sciences Workshop, Psychology Department, Carnegie Mellon University, Pittsburgh, PA, Fall 1996.