CURRICULUM VITAE

NAME   Lila Rao-Graham   **DATE OF BIRTH**   March 19 1969

DEPARTMENT   Mona School of Business and Management (MSBM)

POSITION   Professor of Information Systems/Deputy Executive Director (MBA Programmes)

FACULTY/DIVISION   Faculty of Social Sciences

GENERAL AREA OF ACADEMIC SPECIALISATION

Business Intelligence, Decision Support Systems, Data Quality, Big Data for Development.

QUALIFICATION & GRANTING INSTITUTION

- The University of the West Indies (Jamaica) 2004-2008
    Ph.D. in Information Systems

- University of Waterloo (Canada) Sept. 1991-May 1993
    Master of Mathematics in Computer Science

- The University of the West Indies (Mona) 1987-1990
    B.Sc. Computer Studies (1st Class Honours)

TRAINING

- Member of the team that toured established business schools in the United States to allow MSBM to carry out a field analysis of distinguished universities in the USA. This was facilitated by the Department of State-funded Voluntary Visitors (VOLVIS) Programme which is aimed at building technical and qualitative networking opportunities (September 2014).
- Attended the TDWI Executive Summit and World Conference in San Diego from September 20-25, 2014.
- Attended the workshop "Implementing Institutional Excellence", UWI Mona, February 25-26, 2013.
- Attended the Human Resource Division's (UWI) division workshop on the setting of Performance Goals and Objectives, December, 2012.
- SAS Enterprise Miner Training on *Applied Analytics Using SAS Enterprise Miner*, Long Beach California, USA, June 2010.
- Participated in a Short course on "Introduction to R" at the 6th Biennial Meeting IBS-RCAC, November 16-18, 2011, Kingston, Jamaica.

- Planned and attended a workshop (for all MSB full time and adjunct lecturers) by Professor Emeritus Harvey J. Brightman, a world-recognized master teacher-trainer of MBA/EMBA teachers (2009).
- Planned and attended two training sessions (for all MSB full time and adjunct lecturers) conducted by the Instructional Development Unit (IDU) of the School of Education, covered topics on Student Centred Teaching and Learning and Teaching with Technology (2009).

PUBLICATIONS

Authored Book (Refereed)

1. **Rao-Graham, L.**, McNaughton, M. L., & Mansingh, G. (2019). *Business Intelligence for Small and Medium-Sized Enterprises: An Agile Roadmap toward Business Sustainability*. CRC Press, Taylor and Francis Group, ISBN 13:978-1-138-58421-1.

Edited Book (Refereed)

1. Osei-Bryson, Kweku-Muata, Mansingh, Gunjan, **Rao, Lila** (Eds.), (2014). *Knowledge Management and Discovery for Development: Domains, Strategies and Technologies for Developing Countries*, Springer.

Chapters in Books (Refereed)

1. McNaughton, M. and **Rao L.** (2019). *Collaborative Development of an Open Knowledge Broker for Disaster Recovery Planning*. Contextualizing Openness: Situating Open Science L. Chan, A. Okune, R. Hillyer, D. Alornoz and A. Posada (Eds.), pages 147-166, University of Ottawa Press. (ISBN 9780776626666)
2. McNaughton, M. and **Rao L.** (2017). *Governing Knowledge Commons: Applications of an Open Knowledge Broker in Caribbean Disaster Management*. Expanding Perspectives on Open Science: Communities, Cultures and Diversity in Concepts and Practices L. Chan and F. Loizides (Eds.) pages 245-256
   - From ELPUB 2017, 21th International Conference on Electronic Publishing, 6-8 June 2017. Limassol, Cyprus.
3. Osei-Bryson, K. M., Mansingh G. and **Rao L** (2014). *Understanding and Applying Knowledge Management and Knowledge Management Systems in Developing Countries: Some Conceptual Foundations*. Knowledge Management for Development: Domains, Strategies and Technologies for Developing Countries, Editors Osei-Bryson, K. M., Mansingh G. and Rao-Graham L. Publisher Springer Integrated Series in Information Systems pp. 1-16.
4. Mansingh G. and **Rao L** (2014). *A Methodology for Developing High Quality Ontologies for Knowledge Management*. Knowledge Management for Development: Domains, Strategies and Technologies for Developing Countries, Editors Osei-

Bryson, K. M., Mansingh G. and Rao-Graham L. Publisher Springer, Integrated Series in Information Systems pp. 121-143.

5. Mansingh G. and **Rao L** (2014). *The Role of Ontologies in Developing Knowledge Technologies*. Knowledge Management for Development: Domains, Strategies and Technologies for Developing Countries, Editors Osei-Bryson, K. M., Mansingh G. and Rao-Graham L. Publisher Springer, Integrated Series in Information Systems pp. 145-156.

6. **Rao L**., Mansingh G. and Grant G., (2006*). A Proposed Framework for Assessing the Factors Influencing the Adoption of Free and Open Source Application Software in Organizations* in Bi. 2006, Ed. Mehdi Khosrow-Pour. Hershey, PA, IGI Group Publishing pp 333-338.

Journal Articles (Refereed)

1. McNaughton, M., **Rao, L.** and Verma, S. (2020), Building smart communities for sustainable development: Community tourism in Treasure Beach Jamaica. *Worldwide Hospitality and Tourism Themes*, 12 (3). ISSN: 1755-4217.
(ABDC 2016 Journal List Ranking – C)

2. **Rao, L.**, & McNaughton, M. (2019). A knowledge broker for collaboration and sharing for SIDS: the case of comprehensive disaster management in the Caribbean. *Information Technology for Development*, 25(1), 26-48.
 (ABDC 2016 Journal List Ranking - B).

3. McNaughton, M., & **Rao, L.** (2017) Governing Knowledge Commons in Caribbean Disaster Management: A Comparative Institutional Analysis. *Information Services & Use*, 37(4), 437-449.

4. McNaughton, M., **Rao L.** and Mansingh G. (2017) An Agile Approach for Academic Analytics: A Case Study. *Journal of Enterprise Information Management*, vol. 30 issue 5, pp. 701-722, https://doi.org/10.1108/JEIM-06-2016-0121 (ABDC 2016 Journal List Ranking - B).

5. Mansingh G., **Rao L.**, McNaughton M. (2017) Discovering Knowledge Nuggets in Financial Data: The Case of a Financial Services Institution. In: Rocha Á., Correia A., Adeli H., Reis L., Costanzo S. (eds) Recent Advances in Information Systems and Technologies. *Advances in Intelligent Systems and Computing*, vol 570. Springer, Cham.

   • Proceedings of World Conference on Information Systems and Technologies (WorldCIST'17) held in Madeira, Portugal, from April 11 to 13, 2017.

6. McNaughton M., **Rao L.**, Parker D., Lewis D. (2017) Big Data Analytics and Customs Throughput: The Case of Jamaica. In: Rocha Á., Correia A., Adeli H., Reis L., Costanzo S. (eds) Recent Advances in Information Systems and Technologies. WorldCIST 2017. *Advances in Intelligent Systems and Computing*, Vol 570, pp. 512-517, Springer, Cham.

   • Proceedings of World Conference on Information Systems and Technologies (WorldCIST'17) held in Madeira, Portugal, from April 11 to 13, 2017.

7. Nicholson, L. and **Rao L.** (2016) Knowledge Management Systems for Small Family-Owned Businesses – The Case of the English-speaking Caribbean. *Social and*

Economic Studies, Vol. 65, 2 & 3, June/September. ISSN 0037-7651. (ABDC 2016 Journal List Ranking - C)

8. Minto-Coy, I. and **Rao L.** (2016) Mainstreaming Disaster Risk Management into Management Education: Case of the Mona School of Business and Management. *AD-Minister Journal, Special issue on: Disaster Risk Management and Business Education: Sustainable and Resilient Business*, No. 28, 177-200 (ISSN 1692-0279; E-ISSN 2256-4322).

9. **Rao L.**, Mansingh G., Duggan Evan. (2014). An Ontology of Controversial Terms at the Core of the Systems Life Cycle. *International Journal of Metadata, Semantics and Ontologies*. 9(3), 171-183.

10. Mansingh G**.**, **Rao L**., Osei-Bryson K. M., Mills A. (2013). Profiling Internet Banking Users: A Knowledge Discovery in Data Mining Process Model Based Approach. *Information Systems Frontiers*, Springer, 1-23. (ABDC 2016 Journal List Ranking – A)

11. **Rao L.**, Mansingh G., Osei-Bryson K.M. (2012). Building Ontology Based Knowledge Maps to Assist Business Process Reengineering. *Decision Support Systems*, 53(3), 577-589. (ABDC 2016 Journal List Ranking – A*).

12. **Rao L.**, McNaughton M., Osei-Bryson K.M. and Haye M. (2010). An Approach to Using Ontologies for the Development of High Quality Disaster Recovery Plans. *International Journal of Information Systems for Crisis Response Management*, 2(2), 36-54, April-June 2010.

13. **Rao, L**., Reichgelt, H. and Osei-Bryson, K.-M. (2009). An Approach for Ontology Development and Assessment Using a Quality Framework. *Knowledge Management Research and Practice* 7: 260-276. (ABDC 2016 Journal List Ranking - A)

14. **Rao, L.** and Osei-Bryson, K. M. (2008). An Approach for Incorporating Quality-based Cost–Benefit Analysis in Data Warehouse Design. *Information Systems Frontiers* 10 (3): 361-373. (ABDC 2016 Journal List Ranking - A)

15. **Rao, L.** and Osei-Bryson, K. M. (2007). Towards Defining Dimensions of Knowledge Systems Quality. *Expert Syste*ms *with Applications* 33(2): 368-378. (ABDC 2016 Journal List Ranking - C).

16. **Rao, L.** and Reichgelt, H. (2000). STIRDAT: A System Tightly Integrating Relational Databases and a Theorem Prover. *Data and Knowledge Engineering* 34: 1-20. (ABDC 2016 Journal List Ranking - A).

Conference/Scientific Papers (Refereed)

1. McNaughton, M., **Rao, L.**, & Verma, S. (2020) Smart Communities, Smarter People: The Case of a Pilot Project in Jamaica. *Academy of Business Research Spring Conference*, March 25-27, 2020 (was scheduled for New Orleans but was done as an online presentation due to COVID-19)**.**

2. **Rao, L.**, McNaughton M., Mansingh, G. (2018). An Agile Integrated Methodology for Strategic Business Intelligence (AimS-BI). *The 24th Americas Conference on Information Systems (AMCIS)*, New Orleans, August 16-18, 2018.

3. Mansingh G., Osei-Bryson K.-M., **Rao L.** and McNaughton M. (2016). Market Basket Analysis in the Financial Sector – A Customer Centric Approach. *Pre-ICIS SIGDSA/IFIP WG8.3 Symposium*, December 10-11, 2016, Dublin, Ireland.

4. Davis, J., Nicholson, A., **Rao, L.** and McNaughton, M. (2016). Towards an Open Knowledge Broker for Disaster Recovery Planning in the Caribbean, *Conferencia Cientificia UCIENCIA*, Havana Cuba, November 24-26, 2016.

5. Mansingh G., Osei-Bryson K.-M., **Rao L.** and McNaughton M. (2016). Data Preparation: Art or Science? In Proceedings of *Third IEEE International Conference on Data Science and Engineering ICDSE*, August 23-25, 2016, Kerala, India. Available on IEEE Xplore DOI: 10.1109/ICDSE.2016.7823936

6. Mansingh, G. and **Rao, L.** (2014) Enhancing the Decision Making Process: An Ontology Based Approach, *Conf-IRM 2014*, Vietnam, May 21-23 2014, paper ID: P21, ISBN 978-0-473-28169-4.

7. Mills A., Tennant V., Mansingh G., and **Rao L**., (2013). Internet Banking: Enablers and Inhibitors for Developing Economies – A Study of Potential Adopters in Jamaica. *Proceedings: 19th Americas Conference on Information Systems (AMCIS)*, Chicago, U.S.A., Aug 15-17 2013.

8. Smith P., **Rao L.** and Thompson S. (2013). Towards Developing a Cost-Benefit Model for Learning Management Systems. *Conf-IRM 2013*, Brazil, May 22-24, 2013, Paper ID: P58, ISBN 978-0-473-24645-7.

9. **Rao L.**, Osei-Bryson K.M. and Reichgelt H. (2012). B2C E-Commerce Systems Quality Dimensions. *The Proceedings of the SigIQ Workshop 2012*, Quality Information in Organizations and Society, Orlando, Florida, December 16.

10. Smith P. and **Rao L**. (2012). Lessons Learned from Introducing a Learning Management System to Support Face to Face and Blended Learning Courses in an MBA Programme. *The 18th Americas Conference on Information Systems (AMCIS)*, Seattle, Washington, August 9 - 11, 2012, paper 7.

11. Mansingh G., **Rao L**., Osei-Bryson K.M. and Mills A. (2010*). Application of a Data Mining Process Model: A Case Study- Profiling Internet Banking Users in Jamaica. The 16th Americas Conference on Information Systems (AMCIS)*, Lima, Peru, August 12 - 15, 2010, paper 439.

12. **Rao L**., McNaughton M., Osei-Bryson K.M. and Haye M. (2009). The Role of Ontologies in Disaster Recovery Planning. *15th Americas Conference on Information Systems (AMCIS)*, San Francisco, California, August 6 - 9, 2009, paper 713.

13. Mansingh, G., **Rao L.** and Mills A. (2009). A Demographic Profile of Current Internet Banking Usage in Jamaica. *1st Caribbean Conference on Information and Communications Technology (CCICT 2009)*, Kingston, Jamaica, March 16-17, 2009.

14. **Rao L.**, Reichgelt H. and Osei-Bryson K.M. (2008). Knowledge Elicitation Techniques for Deriving Competency Questions for Ontologies. *10th International Conference on Enterprise Information Systems*, ICEIS 2008, June 12 - 16, 2008 Barcelona, Spain, pp 105-110.

15. Mansingh G., **Rao L.** and Osei-Bryson K. M. (2006). Towards an ontology based metadata warehouse. *Proceedings: Knowledge Sharing and Collaborative Engineering*, IASTED, 29th Nov – 1st Dec, 2006 St. Thomas, U.S. Virgin Islands, ISBN 0-88986-609-0, 7 pages.

16. **Rao L.**, Mansingh G. and Duggan E. (2006). An Ontology in the Domain of Information Systems Delivery and Evolution. *12th Americas Conference on Information Systems (AMCIS)*, Acapulco, Aug 3-7 2006, pp 3786 - 3792.

17. Mills A., **Rao L.** and Mansingh G., (2006). Understanding the Impact of Innovation Characteristics and Individual Differences on Adoption of Online Channels. *17th IRMA International Conference*. Washington, D.C. U.S.A. May 21-24, pp 942-943.

18. Mills A., Mansingh G. and **Rao-Graham L**., (2005). Understanding Individual Preference for Online Service Channels: The Case of Internet Banking. *4th Workshop on e-business*, Las Vegas, U.S.A. Dec 10, pp 49-55.

19. **Rao, L.** and Reichgelt, H. (1995). Combining Traditional Databases and Theorem Provers in the Design of an Environmental Information System. *Florida AI Research Symposium* (FLAIRS-95), pp 143-147.

PAPERS PRESENTED

Papers Presented at Academic Conferences and Seminars

1. McNaughton M. and **Rao L.**, (2016). Big Data Analytics and Customs Throughput: The Case of Jamaica. *The Conference on Business and Management*, Jamaica, November 9-11, 2016 (abstract peer reviewed).

2. Nicholson L. and **Rao L.**, (2015). Knowledge Management Systems for Family-Owned Business in Developing Countries: The Case of the Caribbean. *The Inaugural Conference on Business and Management*, Jamaica, January 7-9, 2015 (extended abstract peer reviewed).

3. **Rao L.**, Mansingh G., Osei-Bryson K.M. (2011). A MCDM-based Decision Support System for Business Process Re-engineering Project Selection. *The 21st International Conference on Multiple Criteria Decision Making*, Finland, June 13-17, 2011 (specially invited).

4. **Rao L.** (2006). Incorporating Value/Cost Analysis in the Design of Information and Knowledge Management Systems. *Presented at Caribbean Conference on Information Systems* June 1st - 4th 2006 Kingston, Jamaica.

5. Mansingh G. and **Rao L.**, (2005). E-KNOW- A Knowledge Warehouse Architecture to include Explicit and Tacit Knowledge. *Proceedings of Seventh Conference. Faculty of Pure and Applied Science*, May, University of the West Indies (Mona), Jamaica.

6. Mansingh G. and **Rao L.**, (2005). Determining the User Characteristics for the Choice of Internet Banking. *Presented at INFORMS 2005 Annual Meeting* Nov 13th – 16th 2005 San Francisco, U.S.A.

7. **Rao L.,** (1995). Combining Traditional Database Systems with a Theorem Prover in the Design of an Environmental Information System. *Proceedings of the Second Faculty of Natural Sciences (Mona) Conference*, University of the West Indies, Jamaica.

8. **Rao L.,** (1994). Issues in the Design of an Environmental Information System. *Proceedings of the First Faculty of Natural Sciences (Mona) Conference*, University of the West Indies, Jamaica.

OTHER PUBLICATIONS

1. **Rao-Graham L.**, Russell S., and McNaughton, M. (2021). Is Your Business Ready for Big Data? Awareness, Attitudes and Value Opportunities in the Trinidad and Tobago Business Community. A Business Survey Report. 2021.
2. **Rao-Graham L.**, Russell S., and McNaughton, M. (2020). Big Data: Capabilities, Attitudes & Value Opportunities. *A Business Survey Report*. June 2020.
3. **Rao-Graham L.**, (2016) Big Data for Small Business – A Practical Approach. *MSBM Business Review*, vol. 3, Issue 3: Jan-Feb 2016.
4. **Rao L**. (2014). Is your Data the Answer to Gaining a Competitive Advantage? *The Mona School of Business and Management Business Review*. May 2014.

OTHER PRESENTATIONS

1. Guest speaker at the United Nations Trinidad and Tobago Big Data Forum held November 30-December 1, 2021. Presentation entitled "Is Your Business Ready for Big Data? Awareness, Attitudes and Value Opportunities in the Trinidad and Tobago Business Community".
2. Presented at the Faculty of Social Sciences Research Seminar on the COVID-19 Pandemic held October 13, 2021. Presentation entitled "Mining Social Media Data for Citizens' Perceptions on Public Health Policies: Sentiment Analysis on COVID-19 Restrictions in Jamaica".
3. Guest speaker at the United Nations Trinidad and Tobago Big Data Forum held December 1-December 2, 2020. Presentation entitled "Big Data Capabilities, Attitudes and Value Opportunities – How organizations can work in collaboration with Academia to exploit their Big Data assets: The Case of Jamaica's Public and Private Sector Organizations".
4. Guest speaker at the TechCon held May 18, 2021. Presentation was entitled "Business Intelligence for Small and Medium-Sized Enterprises: an agile roadmap towards business sustainability".
5. Presented a Webinar on "Data Capacity-Building" to the IDRC-convened Data-4-Development and Open Data for Development International Groups, 2021. This was based on intermediate findings and insights from a research project analysing emerging best practices of 24 data for development projects across the Global South.

6. Was invited as panelist/commentator for the Regional Consultation for Latin America and the Caribbean on the UNESCO recommendation on Open Science, held on September 2020.
7. Guest speaker at Unicomer Jamaica (Courts) executive strategic planning retreat December, 2018 held at the UWI Regional Head Office. Presentation entitled "Agile Enterprises and strategic digital leadership".

AWARDS/FUNDING

1. Research Coordinator (Caribbean) for the Global Data Barometer (GDB) (https://globaldatabarometer.org/), 2021 – the GDB will fill critical knowledge gaps on how data policy and practice are unfolding in different sectors, regions, and countries around the world.

2. The Ministry of Health and Wellness (MOHW) has convened a National COVID-19 Research Agenda Working Group in order to strengthen the country response to the COVID-19 pandemic, through ongoing monitoring, evaluation and applied research. The initiative consists of a number of Working Groups focused on different aspects of the Research agenda. Appointed as a member of the Data Management & Documentation Working Group (2020).

3. Contributed to the development of the Caribbean School of Data (CSOD) through curriculum development and research. The CSOD seeks to develop a comprehensive and sustainable 'digital/data literacy' programme aimed at underserved populations within the Caribbean, with the goal of building a stronger data culture and creating essential employment skills for the emerging digital economy. Google.org, Google's philanthropic arm, is the principal funding partner for the CSOD.

4. Won an international award (Indianna Minto-Coy and Lila Rao) for the best whitepaper featuring disaster risk management (Title: Mainstreaming Disaster Risk Management into Management Education: Case of the Mona School of Business and Management) as a new academic offering at a workshop that MSBM was specially invited to held at the Shulich Business School, York University in Toronto Canada, March 23-24, 2016.

5. A member of the team that won the 2015 Principal's Research Day Award in the Category "Project with Greatest Multidisciplinary Cross Faculty Collaboration" for the design and development of an Education System Transformation Programme.

6. IDRC-funded Open and Collaborative Science in Development Network (OCSDNet). OCSDNet proposal was accepted for full funding. The funding amount received was (CAD): $67,513.57 from January 2015 to January 2017. The project is entitled "Collaborative Disaster Preparedness through Shared Ontologies: A Design Science Research Approach" and the collaborator on the project is Dr. Maurice McNaughton, Mona School of Business and Management.

7. Received a UWI New Initiative Grant for the project entitled "*Designing a Tertiary Educational Decision Support System: Identifying the Critical Information Set and Decision Making Styles*", 2013.

8. Received a best research publication award (Faculty of Social Sciences) at the 2013 Research Days Awards.

   Rao L., Mansingh G., Osei-Bryson K.M. (2012). *Building Ontology Based Knowledge Maps to Assist Business Process Reengineering*. Decision Support Systems, 53(3), 577-589.

9. UWI postgraduate scholarship to complete master's degree at the University of Waterloo.

OTHER PROFESSIONAL ACTIVITY AND EXPERIENCE

- Member of the Editorial Board for the Journal of Global Information Technology Management.
  (https://www.tandfonline.com/action/journalInformation?show=editorialBoard&journalCode=ugit20)
- Member of the Program Committee for WorldCist (World Conference on Information Systems and Technologies), 2018-present (http://worldcist.org/index.php/committees)
- Track Chair for the *Caribbean* Track at AMCIS 2015, August 131-15, 2015, Puerto Rico.
- Reviewer for the following international journals and conferences:
  - European Journal of Information Systems, 2020
  - Journal of Global Information Technology Management,
  - International Conference on Information Systems (ICIS), 2018
  - Americas Conference on Information Systems (AMCIS), 2006-present.
  - International Journal of Knowledge Management, 2016- present.
  - Information Technology for Development journal, 2012- present.
  - Information Systems Frontiers (ISF) journal, 2011-present.
  - Knowledge and Information Systems journal, 2011-present.
  - Expert Systems with Applications (ESWA) journal, 2010-present.
  - Communications of the Association for Information Systems journal, 2009-present.
  - European Conference on Information Systems (ECIS) 2010.
  - Hawaii International Conference on System Sciences (HICSS), 2007, 2011.
  - CONF-IRM Reviewer 2013-present.
- Professional Member of the Association for Computing Machinery (ACM).
- Member of the Association of Information Systems (AIS).
- Mini Track Chair for the ICT and Sustainable Development in the Caribbean Track at AMCIS 2013, August 15-17, 2013, Chicago, USA.
- Local Organizing Co-Chair for The International Conference on Information Resources Management (Conf-IRM 2010), Rose Hall Resort and Spa, Montego Bay, Jamaica.

- A member of the organizing committee for the 1st Caribbean Conference on Information Systems (CCIS), June 1st-4th 2006, Jamaica.

POSTGRADUATE RESEARCH AND SUPERVISION

- Deputy Executive Director Role includes oversight over the MBA and DBA programmes. The DBA requires a dissertation while the MBA requires a supervised field project.
- Have supervised a number of MBA Field projects. A final project done through collaboration with industry that requires students to synthesize their learnings from MBA into real world problem solving.
- Provide research advice to DBA students at the Mona School of Business and Management.
- Served as internal examiner and chair for a number of PhD and DBA dissertation defenses.
- While coordinating the CBMIS programme have supervised a number of their final projects.

TEACHING AND RELATED EXPERIENCE

- **Postgraduate Teaching**: Designed and taught the Business Analytics Course in the reformed MBA programme, Taught Management Information Systems (MBA programme), designed and taught the Advanced Database Management Systems course in the MSc. in Computer Science Programme, Advanced Database Management Systems (MBA programme and), Database Management Systems (Computer Based Management Information Systems (CBMIS) Programme), Data Warehousing and Mining (CBMIS Programme).
- **Undergraduate Teaching**: Database Management Systems (Department of Computing and BEd. Distance Programme), Artificial Intelligence (Department of Computing), A Comparative Study of Programming Languages (Department of Computing), Software Engineering (Department of Computing) and Information Systems in Organizations (Department of Computing).
- **Curriculum and Programme Development**:
  I have been involved in significant curriculum development and reform since being at MSBM. This includes:
  - Member of team for MBA curriculum reform (2016)
  - Team leader for curriculum development team which has developed a number of new programmes and concentrations for MSBM:
    - Curriculum review of MBA (2014, 2018)
    - Master in Business Management (MBM)
    - Sports Management concentration for the MBA programme
    - Diploma and Master in Sports Management
    - Enterprise Risk Management (designed jointly by MSBM and the Department of Mathematics)
    - Executive Masters in Educational Management Programme (EMEM)

> (Offered by The Mico University but designed and offered in collaboration with MSBM)
> - o Member of the curriculum review team for the Department of Computing.
>   - o Lead (twice) the curriculum review of the CBMIS (Computer Based Management Information Systems) Programme.

- CBMIS Project Advisor (2001 –2013): All students in the CBMIS programme do a final project which requires the conceptualization and development of a prototype for an IT enabled business innovation. This is in lieu of a thesis for a taught master's programme. A number of these projects have been entered in the UWI Vincent Ho Sang Venture Challenge Competition at MSB and some of been successful there and moved on to the Opportunity Funding Venture Challenge Competition (USA).

CONTRIBUTIONS TO DEPARTMENT

- Led the MSBM examination team for semester 2 of 2019-2020 to ensure upload of online examinations during the Covid-19 period.
- Member of the AMBA (The Association of MBAs) accreditation team for the Mona School of Business. The team guided the international accreditation (by AMBA) of the MBA and EMBA programmes which gives international visibility to the university. Was the Academic Director when the programmes were first accredited in 2011 and was the Deputy ED for the MBA programme when it was reaccredited in 2014 and again in 2017.
- Chaired the Programmes committee for the MSB/DOMS merger (2012).
- Led the academic unit in the adoption of a Learning Management Systems (MSBM-ELS) for MSBM. This included converting some of the MBA courses to web supported or web-enhanced.
- A member of the SALISES 50/50 Conference - IS Cluster committee, 2011-2012
- Attended the AACSB International Conference Redesigning the MBA: A Curriculum Development Symposium, March 21-22, 2011, Tampa, Florida, USA.
- Co-Academic Director for the Masters of Science programme in Computer Based Management Information Systems (CBMIS), August 2001 –August 2008.
- Co-ordinator for the undergraduate examinations, Computer Science Section, 1997-2007.
- Co-ordinator for the B.Ed. Examinations, Computer Science Section.
- Co-ordinator for timetabling for the undergraduate courses, Computer Science Section.

EXTRA DEPARTMENTAL UWI SERVICE

- Chair of AQAC for the Five Islands Campus for the period 2020-2023.
- Member of the academic board for the Five Islands Campus for the period 2020-2023.
- Member of the Faculty of Social Sciences Graduate Studies Sub-Committee (2010-2021)
- FSS faculty representative for Academic Board (2015-2016)

- Member of the research team for the National Commercial Bank (NCB) Sponsored Applied Research on Corporate Transformation project undertaken by MSBM on behalf of UWI.
- Initiative owner for the Internal Operations Processes perspective of the Mona Campus Strategic Plan (2014-2017).
- Internal Examiner – PhD dissertations.
- Chair – PhD and DBA proposal defences.
- Member of the CB Group UWI 5K Campus Committee, 2012-present.
- Member of the UWI Faculties of Social Sciences Cross Campus Conference to be held in Trinidad, 2013.
- Member of the Faculty of Social Sciences Research and Innovation Committee (2011-2013).
- Leader for the MIS group at the UWI Faculties of Social Sciences Cross Campus Conference 2012, Mona. Also a member of the Online Learning & Underserved Communities group.
- Leader for the MIS group at the UWI Faculties of Social Sciences Cross Campus Conference 2010, Cave Hill. Also a member of the Online Learning & Underserved Communities group.
- Member of the Faculty of Social Sciences Standing Committee (2010-2012).
- Local Organizing Co-Chair for The International Conference on Information Resources Management (Conf-IRM 2010), Rose Hall Resort and Spa, Montego Bay, Jamaica. This conference attracted over 100 local and international participants and UWI was one of the key sponsors. Received an award for outstanding service as the local organizing co-chair.

PUBLIC SERVICE

- A member of the Caribbean Maritime University (CMU):
  - Management Information Systems (MIS) Steering committee 2021 (to provide guidance for the technological needs of the University).
  - Graduate Studies Steering Committee 2021 – convened to provide advice on graduate programmes.
- Member of the ICT Specialist Sector Committee, National Contracts Commission (2016 – present).
- Member of the Planning Committee for The School of Entrepreneurship & Business Innovation, University of Guyana, Entrepreneurship Conference, May 20-22 2018.
- Member of the Feasibility Study Team for the Establishment of the School of Entrepreneurship and Business Innovation, University of Guyana (2016-2017).
- Guest Speaker, Girls in ICT Day, organised by the Office of Utilities Regulation (OUR), 2016.
- Member of the Early Childhood Commission, Government of Jamaica (2015-2016).
- Member of The University Council of Jamaica (UCJ) accreditation team for the re-accreditation of the School of Business Administration, University of Technology, Jamaica (November 2013).

- Member of the Sts. Peter and Paul Preparatory School Home School Association (2011-2012).
- Member of the Sts. Peter and Paul Preparatory School fundraising committee (2009-2016).
- Member of the Sts. Peter and Paul Preparatory School discipline committee (2009-2011).
- Member of the organising committee for the Reggae Marathon held in Negril. This event is organized by the Jamdammers Running Club and the first marathon which was held in December 2001 attracted over 600 local and international participants.

OTHER WORK EXPERIENCE

- Programmer/Systems Analyst with Hitek Software Engineers, a subsidiary of ICWI June 1990-June 1991.
- Assistant Lecturer, Dept. of Mathematics and Computer Science, U.W.I. (Mona). Sept. 1993 – Sept. 1997.
- Lecturer, Dept. of Mathematics and Computer Science, U.W.I. (Mona). Sept. 1997 – Sept. 2008.
- Academic Director and Lecturer, Mona School of Business, U.W.I. (Mona). Sept. 2008 – 2014.
- Senior Lecturer, Mona School of Business and Management, U.W.I. (Mona). Sept 2014- Feb 2022.