

Curriculum Vitae

March 2014

NAME AND DATE OF BIRTH: Charlette M. Donalds
November 16, 1972

DEPARTMENT: Mona School of Business & Management

FACULTY: Social Sciences

POSITION: Lecturer

AREA OF ACADEMIC SPECIALISATION: Information Systems

QUALIFICATION & GRANTING INSTITUTION

2009 PhD. Management Information Systems – University of the West Indies, Mona

2003 MSc. Computer Based Management Information Systems – University of the West Indies, Mona

1999 BSc. Computer and Management Studies (*First Class*) – University of Technology, Jamaica

TRAINING

2012 – Present Certificate in University Teaching & Learning (on going)

2014 (Jan) Worksop: Writing SMART Learning Outcomes – MSBM

2013 (Dec) Workshop: Statistical Analysis in Research – DS& IS Unit, MSBM

2013 (May) Workshop: Research Supervision & Assessment – FSS

2010 (Jan) Teaching With Technology (in partial fulfilment of CUTIV) - Department of Management Studies, UWI Mona

2009 (Jan) Teaching Skills Workshop – Instructional Development Unit, UWI, Mona

2008 (Mar) Effective Teaching Seminar – Department of Management Studies, UWI Mona

2006 (Nov) CISCO CCNA – Interconnecting Cisco Network Devices, TrainX

PUBLICATION:

REFEREED RESEARCH BASED / SCHOLARLY PUBLICATIONS

Accepted for Publication:

Donalds, Charlette and K.-M. Osei-Bryson (2014). "*A Cybercrime Taxonomy: Case of the Jamaican Jurisdiction*". Will appear in the Proceedings of the 2014 International Conference on Information Resource Management (Conf-IRM) scheduled for May 21- 23, Vietnam.

Donalds, Charlette and K.-M. Osei-Bryson (2012). "*The Construction of a Domain Ontology for Criminal Investigations: The Case of the Jamaican Constabulary Force*". Proceedings of the SIG GlobDev 5th Annual Workshop, Orlando, USA, December 16, 2012.

Donalds, Charlette (2010). "*Towards an ERP Individual Performance Model*". Proceedings of the International Conference on Information Resources Management: CONF-IRM 2010, Montego Bay, Jamaica, paper 22. <http://aisel.aisnet.org/confirm2010/22>.

Donalds, Charlette and K.-M. Osei-Bryson (2006). "*Criminal Investigation Knowledge System: CRIKS*". Proceedings of the 39th Annual Hawaii International Conference on System Science. Vol. 7, pp. 155-162.

Donalds, Charlette and E. Duggan (2006). "*Toward a Quality Model for Enterprise Information Systems in Developing Countries: A Jamaican Case Study*". Proceedings of the Information Resources Management Association Conference: IRMA, Washington, D.C. pp. 850-853.

Currently Under Review for Publication:

Ngwenyama, O., W. Cukier, M. Yap, and **C. Donalds**. "*Unraveling Differences In Organizational Commitment Among Different Demographic Groups of IS Professionals: A Study of Diversity Management in the Canadian workforce*" (**Journal of Information Systems Research**).

In Preparation:

Donalds, Charlette and K.-M. Osei-Bryson (2014). "*Demystifying Cybercrimes in Jamaica*".

NON-REFEREED RESEARCH BASED / SCHOLARLY PUBLICATIONS

Donalds, Charlette & J. Henry (2011). "*Solving Managerial Problems with Spreadsheets and Databases*", Vol. 1. (Independent Publisher.) [Required Text for MGMT2005 – Computer Applications].

PAPERS PRESENTED:

ORAL PRESENTATIONS

Thomas-Stone, Joan and **C. Donalds** (2012). *“The Effect of Blended Learning versus Conventional Delivery on Students’ Academic Performance: The Case of the University of the West Indies”*. Paper presented at the Academy of Business Research Conference, New Orleans, March 14 - 16. **Conference Best Paper Award**.

Donalds, Charlette and K.-M. Osei-Bryson (2012). *“Towards the Construction of a Domain Ontology for Criminal Investigations: The Case of the Jamaican Constabulary Force”*. Paper presented at the Academy of Business Research Conference, New Orleans, March 14 -16.

Donalds, Charlette (2013). *“Day One Rapporteur’s Report”*. Report presented at the Cyber Security and Digital Forensics Conference, UWI Mona, September 30 – October 1, 2013.

PUBLIC SERVICE

Chair of Mona School of Business & Management’s Student Enrichment & Experience Committee from September 2013 – Present.

Member of the Faculty of Social Sciences Staff/Student Liaison Committee from September 2013 – Present.

OTHER PROFESSIONAL ACTIVITY AND EXPERIENCE

2013 – Present	Member of Computer, Cyber Crime & Security (C³S) Research Consortium
2009 – 2012	Reviewer for International Conference on Information Systems (ICIS)
2012	Reviewer for Special Interest Group on Global Development (SigGlobDev)
2009 – 2011	Reviewer for International Conference on Information Resources Management (Conf-IRM)
2010	Session Chair for Strategic IT Management and Governance (Conf-IRM 2010)
2007 – 2012	Reviewer for Hawaii International Conference on System Sciences (HICSS)
2006	Reviewer for Americas Conference on Information Systems (AMCIS)

RESEARCH GRANTS

Source: UWI Mona New Initiative Grant: 2012. **Title:** Towards the Construction of a Criminal Investigation Knowledge System for the Jamaica Constabulary Force: An Ontology and a Meta-Directory. **Value:** J\$1,350,000.00. **Commencement Date:** August 2012. **Duration:** Twenty four months.

POSTGRADUATE RESEARCH AND SUPERVISION

Mr. Warren Williams, MSc Telecommunication Policy and Technology Management at the Mona School of Business & Management.

Mr. Steve Whyte, Doctorate in Business Administration (DBA) Candidate at the Mona School of Business & Management.

TEACHING AND RELATED EXPERIENCE

Courses Developed & Redeveloped

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| 2010 | Introduction to Philosophy of Science; Postgraduate (MSc. in Research) – Department of Management Studies [Developed] |
| 2007 | Systems Analysis and Design (MGMT3012 or MS31C); Undergraduate – Department of Management Studies [Redeveloped] |
| 2007 | Computing Skills for Professionals (SB510); Graduate – Mona School of Business [Redeveloped] |

Courses Delivered

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|-----------------------|---|
| 2005 – Present | Computer Applications (MGMT2005). First & Second Examiner. Undergraduate Groups – Mona School of Business & Management. |
| 2007 – Present | Systems Analysis and Design (MGMT3012). First Examiner. Undergraduate Groups – Mona School of Business & Management. |
| 2008 | Management Information Systems (MS60J). First Examiner. Masters in Accounting Group. Department of Management Studies. |
| 2007 – 2008 | Introduction to Computer Applications. Executive MBA & MBA. Mona School of Business. |
| 2007 | Computing Skills for Professionals (SB510): Diploma in Business Administration. Mona School of Business. |

Contributions To [Department of Management Studies]

2010 – 2012	Planning Committee for Seminar Series Administrative Reform Committee (Chair)
2010 – Jan-May	Computer Applications – MGMT2005 (Coordinator)
2007 – 2011	Building Teaching Skills Committee (Member)

OTHER WORK EXPERIENCE

2005 – 2006	<p>Petrojam Limited – <i>Information Systems Supervisor (Acting)</i></p> <p>Managed the day-to-day operations of the Information Systems Department (ISD); ensured that there was high availability of all systems and local area network (LAN) and that all obligations to the various constituents were continually met. Ensured that customer support was delivered in a timely manner and of a consistently high quality. Created operating and capital budgets and lead strategic plan for the ISD. Supervised other members of the ISD, issued objectives for same, coordinated activities and provided advice where necessary and recommended training courses to HR for their development. Ensured that the backup policy was adhered to mitigate the risk of non-recovery after failure. Ensured that system updates were tested and deployed in a timely manner. Participated in the recruitment process and recommended staffing needs to the HR Department. Recommended and coordinated activities to implement new technology products to improve organizational operations and efficiency. Ensured that installed applications were appropriately licensed.</p>
2004—2005	<p>Petrojam Limited—<i>System Administrator & SAP Support Officer</i></p> <p>Liaised with all departments and provided support for the various SAP functional modules – Financials, Material Management, Plant Maintenance and Controlling. Created and delivered various training sessions for different organizational constituent groups. Training manuals for these sessions were also developed and made available on the LAN. Monitored system performance daily; reviewed alerts; ensured database backups were performed according to specified strategy; performed database performance optimizations as determined; upgraded system kernel and applied patches; implemented application improvement solutions; managed user accounts and security profiles.</p> <p><u>Major Accomplishments:</u></p> <ul style="list-style-type: none">• Performed SAP Technical Upgrade from 4.6B to 4.7• Performed SAP installation and database restore after hardware failure

- Implemented workflow strategy for purchase requisitions and trained staff members to use same
- Created and Issued Request for Proposal (RFP) to implement SAP Sales & Distribution module
- Implemented solutions for several longstanding issues
- Created several user manual and reference guides
- Implemented SAP system configuration changes to improve business processes
- Conducted company-wide user training
- Create SAP System Policy Document

1999—2005

Petrojam Limited—*Systems Analyst/Programmer*

Installed/upgraded/maintained software Applications and Operating Systems. Deployed Microsoft Updates to each PC on the LAN. Upgraded/repaired/serviced computer hardware and peripherals. Evaluated new software and hardware. Ensured that the downtime of the LAN was minimized. Ensured that the various databases were properly maintained and backed up on a daily basis. Worked on various projects with which computers were involved. Supported all users on the LAN and train the same when necessary to use software. Developed and implemented systems procedures. Monitored computer consumables and order when necessary. Ensured Antivirus software was up-to-date. Ensured client data was backed up on a daily basis.

Major Accomplishments

- Created and Issued Request for Proposal (RFP) for Petrojam's Document Management System
- Implemented and trained all users in using the Document Management System
- Created policy/procedure document for the Document Management System
- Investigated, bought and implemented Petrojam's client backup solution
- Assistant project leader for SAP implementation
- Chairman/Editor, designer and publisher of Petrojam's monthly Newsletter
- Project Leader for development & implementation of Petrojam's Disaster Recovery Plan
- Upgraded Local Area network and implemented a Wireless LAN

1997 – 1999

Petrojam Limited—*Accounting Clerk (Temporary)*

Managed the daily operations of the Refinery's Ethanol Desk and performed the calculations and generation of its monthly inventory reports. Pertinent monthly reconciliations were completed and the bookings of all imports of crude and raw materials for the Refinery were also completed monthly.

1995 – 1997

Century National Bank—*Programmer Analyst & System Support Person*

1990 – 1993

Victoria Mutual Building Society—*Bank Clerk*