

## **CURRICULUM VITAE**

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

**DEPARTMENT** Mona School of Business and Management (MSBM)

**POSITION** Deputy Executive Director (Acting)/Lecturer

**FACULTY/DIVISION** Faculty of Social Sciences

### **GENERAL AREA OF ACADEMIC SPECIALISATION**

Business Intelligence, Knowledge Management, Data Quality, Decision Support Systems, Ontologies and Technology Adoption.

### **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 (1<sup>st</sup> Class Honours)

### **TRAINING**

- 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 6<sup>th</sup> 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**

### **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. **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 Emerging Trends and Challenges in Information Technology Management*. 2006, Ed. Mehdi Khosrow-Pour. Hershey, PA, IGI Group Publishing pp 333-338.

### **Journal Articles (Refereed)**

1. **Rao L.**, Mansingh G., Duggan Evan. *An Ontology of Controversial Terms at the Core of the Systems Life Cycle*. Submitted to the International Journal of Metadata, Semantics and Ontologies – Special issue on: "Ontology Paradigms in Software Programming Languages". (Accepted – awaiting publication date)
2. **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.
3. **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.
4. **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.
5. **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.
6. **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.
7. **Rao, L.** and Osei-Bryson, K. M. (2007). *Towards Defining Dimensions of Knowledge Systems Quality*. Expert Systems with Applications 33(2): 368-378.
8. **Rao, L.** and Reichgelt, H. (2000). *STIRDAT: A System Tightly Integrating Relational*

**Conference/Scientific Papers (Refereed)**

1. 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.
2. 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.
3. **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.
4. 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.
5. 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.
6. **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.
7. 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.
8. **Rao L.**, Reichgelt H. and Osei-Bryson K.M. (2008). *Knowledge Elicitation Techniques for Deriving Competency Questions for Ontologies*. 10<sup>th</sup> International Conference on Enterprise Information Systems, ICEIS 2008, June 12 - 16, 2008 Barcelona, Spain, pp 105-110.
9. Mansingh G., **Rao L.** and Osei-Bryson K. M. (2006). *Towards an Ontology Based Metadata Warehouse*. Knowledge Sharing and Collaborative Engineering, IASTED. St. Thomas, U.S. Virgin Islands. Nov. 29<sup>th</sup> Nov – Dec 1<sup>st</sup>, 2006, (ISBN # 0-88986-609-0).
10. **Rao L.**, Mansingh G. and Duggan E. (2006). *An Ontology in the Domain of Information Systems Delivery and Evolution*. 12<sup>th</sup> Americas Conference on Information Systems (AMCIS), Acapulco, Aug 3-7 2006, pp 3786 - 3792.
11. Mills A., **Rao L.** and Mansingh G., (2006). *Understanding the Impact of Innovation Characteristics and Individual Differences on Adoption of Online Channels*. 17<sup>th</sup> IRMA International Conference. Washington, D.C. U.S.A. May 21-24, pp 942-943.

12. Mills A., Mansingh G. and **Rao-Graham L.**, (2005). *Understanding Individual Preference for Online Service Channels: The Case of Internet Banking*. 4<sup>th</sup> Workshop on e-business, Las Vegas, U.S.A. Dec 10, pp 49-55.
13. **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.

### **WORK IN PROGRESS**

1. Smith P., **Rao L.** and Thompson S. (2013). Developing a Cost-Benefit Model for Learning Management Systems: Identifying Critical Factors.
2. **Rao L.**, Mansingh G., Osei-Bryson K.M., *A Multicriteria Decision Making Method for Business Process Management: Prioritizing Processes and Optimizing Resource Allocation*.

### **PAPERS PRESENTED**

#### **Papers Presented at Academic Conferences and Seminars**

1. **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).
2. **Rao L.** (2006). *Incorporating Value/Cost Analysis in the Design of Information and Knowledge Management Systems*. Presented at Caribbean Conference on Information Systems June 1<sup>st</sup> - 4<sup>th</sup> 2006 Kingston, Jamaica.
3. 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.
4. Mansingh G. and **Rao L.**, (2005). *Determining the User Characteristics for the Choice of Internet Banking*. Presented at INFORMS 2005 Annual Meeting Nov 13<sup>th</sup> – 16<sup>th</sup> 2005 San Francisco, U.S.A.
5. **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.
6. **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.

### **AWARDS**

1. 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.
2. 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.
3. UWI postgraduate scholarship to complete master’s degree at the University of Waterloo.

### **OTHER PROFESSIONAL ACTIVITY AND EXPERIENCE**

- 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 1<sup>st</sup> Caribbean Conference on Information Systems (CCIS), June 1<sup>st</sup>-4<sup>th</sup> 2006, Jamaica.
- Reviewer for the following journal and conferences:
  - Information Technology for Development, 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, 2009-present.
  - European Conference on Information Systems (ECIS) 2010.
  - Americas Conference on Information Systems (AMCIS), 2006-present.
  - Hawaii International Conference on System Sciences (HICSS), 2007, 2011.

### **POSTGRADUATE RESEARCH AND SUPERVISION**

- Kevin Miller, PhD, Department of Computing (co-supervisor), 2011 - present.
- Mentoring DBA students at the Mona School of Business and Management, 2013.

### **TEACHING AND RELATED EXPERIENCE**

- **Postgraduate Teaching:** 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).
- **CBMIS Project Advisor (2001 –present):** 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).
- **Curriculum and Programme Development:**
  - Team leader for curriculum development team which has developed a number of new programmes and concentrations for MSBM:
    - Curriculum review of MBA
    - Master in Business Management (MBM)
    - Sports Management concentration for the MBA programme
    - Diploma and Master in Sports Management
    - Enterprise Risk Management (designed jointly by MSB and the Department of Mathematics)
    - Executive Masters in Educational Management Programme (EMEM) (Offered by The Mico University but designed and offered in collaboration with MSB)
  - Member of the curriculum review team for the Department of Computing.
  - Lead (twice) the curriculum review of the CBMIS (Computer Based Management Information Systems) Programme.

### **CONTRIBUTIONS TO DEPARTMENT**

- Chaired the *Programmes* committee for the MSB/DOMS merger (2012).
- Member of the AMBA (The Association of MBAs) accreditation team for the Mona School of Business (2011). The team guided the international accreditation (by AMBA) of the MBA and EMBA programmes which gives international visibility to the university.
- Led the academic unit in the adoption of a Learning Management Systems (MSB-ELS) for MSB. This included converting all MSB 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 (CSMIS), August 2001 –present.
- 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**

- Member of the UWI Faculties of Social Sciences Cross Campus Conference to be held in Trinidad, 2013.
- Member of the Faculty of Social Sciences Graduate Studies Sub-Committee (2010-present)
- Member of the Faculty of Social Sciences Research and Innovation Committee (2011-present).
- 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).
- Member of the CB Group UWI 5K Campus Committee, 2012-present.
- 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**

- 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-present).
- 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 – 2013.