

Curriculum Vitae

October 2021

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

2015 – Now **Course in Human Subject Research** – CITI (Collaborative Institutional Training Initiative), University of Miami (in progress)

2012 – Now **Certificate in University Teaching & Learning** – Centre for Excellence in Teaching and Learning (CETL), UWI, Mona (in progress)

2015 (Nov) **21st Century Technology Tools Workshop “Electrify Students Success with Apps in the Classroom** – CETL, UWI, Mona

2014 (Jan) **Worksop: Writing SMART Learning Outcomes** – Mona School of Business & Management (MSBM)

2013 (Dec) **Workshop: Statistical Analysis in Research** – Decision Sciences & Information Systems Unit, Mona School of Business & Management (MSBM)

2013 (May) **Workshop: Research Supervision & Assessment** – Faculty of Social Sciences

- 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

PUBLICATIONS

- Donalds, Charlette, C. Barclay and K.-M. Osei-Bryson** (forthcoming). *“Cybercrime and Cybersecurity in the Global South: Concepts, Strategies and Frameworks for Greater Resilience”*. **CRC Press**. ISBN 9780367464318.
- Donalds, Charlette and C. Barclay** (2021). *“Beyond technical measures: a value-focused thinking appraisal of strategic drivers in improving information security policy compliance.”* **European Journal of Information Systems**, <https://doi.org/10.1080/0960085X.2021.1978344>. (Senior IS scholar basket of eight journal; Impact Factor: 4.4; Cite Score [2020]: 7.7; ABDC ranking – A*)
- Donalds, C. and K.-M. Osei-Bryson** (2020). *“Cybersecurity compliance behavior: Exploring the influences of individual decision style and other antecedents”*. **International Journal of Information Management** **51**, <https://doi.org/10.1016/j.ijinfomgt.2019.102056>. (Impact Factor: 5.063; ABDC ranking – “A”)
- Donalds, C. and K.-M. Osei-Bryson** (2019). *“Toward a cybercrime classification ontology: A knowledge-based approach”*. **Computers in Human Behavior** **92** pp. 403-418, <https://doi.org/10.1016/j.chb.2018.11.039> (Journal Impact Factor: 4.306; ABDC ranking – “A”)
- Barclay, C., **C. Donalds** and K.-M. Osei-Bryson (2018). *“Investigating critical success factors in online learning environments in higher education systems in the Caribbean”*. **Information Technology for Development** **24** (3), pp. 582-611. <https://doi.org/10.1080/02681102.2018.1476831>. (Scopus Citation Index for Journal: 3.54; Journal Impact Factor: 2.733; ABDC ranking – “B”)

REFEREED RESEARCH BASED / SCHOLARLY PUBLICATIONS

- Donalds, Charlette and K.-M. Osei-Bryson** (2019). *“Exploring the Impacts of Intrinsic Variables on Security Compliance Efficiency using DEA & MARS”*. Proceedings of the IFIP WG 9.4 15th International Conference, Dar es Salaam, Tanzania, May 1st – 3rd.
- Donalds, Charlette and K.-M. Osei-Bryson** (2018). *“An Ontological Approach to Classifying Cybercrimes in an ICT4D Context”*. Proceedings of the 13th International Conference on Design Science Research in Information Systems and Technology (DESRIST), Chennai, India, June 3rd – 6th.

Donalds, Charlette and K.-M. Osei-Bryson (2017). *“Exploring the Impacts of Individual Styles on Security Compliance Behavior: A Preliminary Analysis”*. Proceedings of the SIG GlobDev 2017 Pre-ECIS Workshop, Seoul, Republic of Korea, December 10th – 13th.

Donalds, Charlette (2015). *“Cybersecurity Policy Compliance: An Empirical Study of Jamaican Government Agencies”*. Proceedings of the SIG GlobDev 2015 Pre-ECIS Workshop, Munster, Germany, May 26th – 29th.

Donalds, Charlette and K.-M. Osei-Bryson (2014). *“A Cybercrime Taxonomy: Case of the Jamaican Jurisdiction”*. Proceedings of the International Conference on Information Resource Management (Conf-IRM), Ho Chi Minh City, Vietnam, May 21st – 23rd, Paper 25P.

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.

Submitted & Under Review for Publication:

Donalds, Charlette and K.-M. Osei-Bryson. *“Information Security Policy Compliance: Towards Relevant Explanatory Models”*. Computers & Security, September 2021.

In Preparation:

Barclay, Corlane and **Donalds, Charlette**. *“The Impact of Information Security Resources on ISP Compliance: An Empirical Study”*. (Target Journal: Journal of Information Technology; Target Submission Date: December 2021)

Donalds, Charlette and K.-M. Osei-Bryson. *“Towards Understanding Students’ Perceptions of their Learning Experiences with ICTs”*. (Target Journal: Computers in Human Behaviour; Target Submission Date: December 2021).

NON-REFEREED RESEARCH BASED / SCHOLARLY PUBLICATIONS

Donalds, Charlette & J. Henry (2011). *“Solving Managerial Problems with Spreadsheets and Databases”*, Vol. 1. (Self-published.) [Book adopted as required text for MGMT2004 Computer Applications at The UWI, Mona Kingston and Western Jamaica Campuses].

DISTINCTIONS, HONOURS, SCHOLARSHIPS AND AWARDS

- Principal’s Award for **Best Research Publication** for the 2019/2020 academic year, The UWI, Mona.

PAPERS PRESENTED:

ORAL PRESENTATIONS

Donalds, Charlette (2019). *“Blockchain Explained”*. Presentation at the BOJ Internal Audit Seminar “Leveraging Technology – Proving Assurance”, June 25, 2019, Kingston, Jamaica.

Donalds, Charlette (2017). *“Towards A Cybercrime Classification Ontology: Case of the Jamaican Jurisdiction”*. Paper presented at the Mona School of Business & Management, 3rd Annual Business and Management Conference, November 8 – 10, 2017, Montego Bay, Jamaica.

Donalds, Charlette (2015). *“Structure, Submission & Review Process”*. In The UWI Ethics Committee Toolkit Launch, UWI Mona, March 12, 2015.

Donalds, Charlette (2015). *“Cybersecurity Readiness: An Initial Assessment of Jamaican Government Agencies”*. Paper presented at the MSBM Brown-Bag Research Seminar, UWI Mona, February 27, 2015.

Donalds, Charlette (2013). *“Day One Rapporteur’s Report”*. Report presented at the Cyber Security and Digital Forensics Conference, UWI Mona, September 30 – October 1, 2015.

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, 2012.

PUBLIC SERVICE

2018 – Present	Internet Society (ISOC) and ISOC Cybersecurity Special Interest Group
2013 – 2019	Computer, Cyber Crime & Security (C³S) Research Consortium (partnership with the Jamaica Constabulary Force to use research to inform cybercrime and cybersecurity strategies)

OTHER PROFESSIONAL ACTIVITY AND EXPERIENCE

2020 – Present	Reviewer – International Journal of Information Management (IJIM)
2019 – Present	Reviewer – European Journal of Information Systems (EJIS)
2019 – Present	Reviewer – African Journal of Information Systems
2018 – Present	Internet Society (ISOC) and ISOC Cybersecurity Special Interest Group
2014 – Present	Reviewer – Information Technology for Development (Journal)
2013 – Present	Member of Computer, Cyber Crime & Security (C³S) Research Consortium
2012 - Present	Member of and reviewer for Special Interest Group on Global Development (SIG GlobDev)
2015	Session Chair for SIG GlobDev 2015 Pre-ECIS Workshop
2010	Session Chair for Strategic IT Management and Governance (Conf-IRM 2010)
2009 – 2012	Reviewer – International Conference on Information Systems (ICIS)
2009 – 2020	Reviewer – International Conference on Information Resources Management (Conf-IRM)
2007 – 2014	Reviewer – Hawaii International Conference on System Sciences (HICSS)
2006	Reviewer for Americas Conference on Information Systems (AMCIS)

RESEARCH GRANTS

Source: UWI Mona New Initiative Grant (Multi-Faculty Award) 2017. **Title:** An Evaluation of Mental Health and Wellness Interventions in Five Communities through Faith-based Organisations (FBOs) in Jamaica. **Value:** J\$2,500,000.00. **Commencement Date:** August 2017. **Duration:** Twelve months.

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 (extended).

POSTGRADUATE RESEARCH AND SUPERVISION

- Williams, Warren. (2019). *“Cybersecurity Readiness and the Jamaican Public Sector”*. MSc Telecommunication Policy and Technology Management at the Mona School of Business & Management.
- Vernon-Jarrett (2019). *“An Assessment of the State and Effectiveness of Smart Tourism in Jamaica’s Hotel Industry”*. MSc in Tourism and Hospitality Management, Mona School of Business & Management.
- Lewis, Kenrick. (2016). *“Cybersecurity Awareness in the Belize Police Department”*. MSc in National Security and Strategic Studies, Mona School of Business & Management.

TEACHING AND RELATED EXPERIENCE

Courses Developed & Redeveloped

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

2007 – Present	Computer Applications (MGMT2004). 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

- Unit Head, Decision Sciences & Information Systems Unit, 2020 – Present
- Member, MSBM [Undergraduate] Capacity Planning Committee, 2020
- (Actg.) Unit Head, Decision Sciences & Information Systems Unit, 2017 & 2014 – 2015.
- Coordinator, MGMT2004 Computer Applications, 2017–2018, 2010.
- Chair, Research Quality Review Team, NCB-UWI Research Project, 2014 – 2015.
- Co-Academic Director, Computer Based Management Information Systems, 2014 – 2015.
- Chair, Student Enrichment & Experience Committee, 2013 – 2015.
- Member, Promotion and Evaluation Committee, 2013 – 2015.
- Member, Planning Committee for Seminar Series, 2010 – 2012.
- Member, Administrative Reform Committee (Chair), 2010 – 2012.
- Coordinator, MGMT2005 Computer Applications, 2010.
- Member, Building Teaching Skills Committee, 2007 – 2011.

EXTRA DEPARTMENTAL UWI SERVICE

- Member, University Campus Committee on Examinations, 2019 – present.
- FSS Section Representative, WIGUT Jamaica, 2016 – present.
- Member, UWI Ethics Committee, Mona, 2014 – present.
- Member, FSS Ethics Committee, 2014 – present.
- Member, FSS Research Day 2018 & 2015 Awards Selection Committee (2017 & 2014).
- Member, FSS Committee to Reformat and Repurpose Faculty Day 2015, 2015.
- Member, FSS Sub-Committee on Graduates Studies & Research, 2014 – 2015.
- Member, FSS Staff/Student Liaison Committee, 2013 – 2015.

OTHER WORK EXPERIENCE

2005 – 2006

Petrojam Limited – *Information Systems Supervisor (Acting)*

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.

2004—2005

Petrojam Limited—*System Administrator & SAP Support Officer*

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.

Major Accomplishments:

- 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—2004

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*