

Thomas William Jackson

Curriculum Vitae – September 2011

PERSONAL INFORMATION

Senior Lecturer
The Department of Information Science, Loughborough University,
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EDUCATION

<p>July 1998 - Oct 2001</p>	<p>Loughborough University - PhD in Computer Science Thesis title “The Cost Effectiveness of Electronic Communication”</p>
<p>Oct 1997 – June 1998</p>	<p>Loughborough University of Technology - BSc (Hons) Computing, Class 2:1 DPS - Diploma in Professional Studies</p>

EMPLOYMENT HISTORY / ACADEMIC CAREER

<p><i>Feb 2006 – date</i></p>	<p>Lecturing BSc, MSc Modules Senior Lecturer, LOUGHBOROUGH UNIVERSITY Information Science</p> <p>Lecturing: Information Retrieval for Knowledge Management, Information Retrieval, Information Management and Semantic Technology, E-Business Management and Strategy</p> <p>Roles: Programme Director MSc IMBT (2008 to date), Research Director (Sept 2009 to date), Director MSc IKM (2006 to 2008), Member of the Science Faculty Board, Member of the Transport Committee</p>
<p><i>Jan 2002 – Feb 2006</i></p>	<p>Lecturing BSc, MSc Modules Lecturer, Computer LOUGHBOROUGH UNIVERSITY Science</p> <p>Lecturing: UML Requirements Analysis, Managing IT Systems,</p> <p>Roles: Director of UG Computer Science and E-business Programme, Co-Programme Director for Information Management and Computing, Member of the Science Faculty Board</p>
<p><i>Dec 1999 – Dec 2001</i></p>	<p>Web Development Company Director IN2NET LOGIC LIMITED</p> <p>In 1999 I started an Internet Development Company which specialises in E-commerce. It now has five members of staff and has a number of large clients on the books including Shell and Ford. I sold the company in 2001 to Prezzybox Ltd</p>
<p><i>Oct 1998 – July 2000</i></p>	<p>Part-Time, lecturing GNVQ LEICESTER COLLEGE modules Lecturer</p>
<p><i>Sept 1998 – Mar 2000</i></p>	<p>Part-Time, lecturing HNC Lecturer LOUGHBOROUGH COLLEGE modules</p>
<p><i>May 1997 - Sept 1997</i></p>	<p>Lloyds Bank Counter System Support Analyst ICL FINANCIAL SERVICES</p> <p>Solving & pursuing a Problem Tracking Report through its life cycle. I fixed unknown problems within the Service Level Agreement using the debugging tools, and doing some investigation work through communicating with the Branch for further.</p>

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Dec 1996 –
April 1997

Lloyds Bank Counter System **Application tester** **ICL FINANCIAL SERVICES**

Managing and administering faults found while conducting integration and regression tests, in the Counter 1 development environment. Counter 1 uses Client-Server technology on a platform of Windows 3.1 and OS/2.

June 1996 -
Nov 1996

Lloyds Bank Counter System **CM - Designer /** **ICL FINANCIAL SERVICES**
Programmer

Creating and implementing CM standards through the use of Lifecycles that were later implemented into a CM tool called AllChange.

RESEARCH CONTRIBUTIONS

- Information and Knowledge Management (KM)
 - Building KM from an autopoiesis foundation
 - A Framework for the introduction of KM within an Engineering Environment
 - Goal-Oriented KM
 - Enhancing Pharmaceutical Innovation through the use of KM
 - Recognition for the work undertaken with Leicestershire Police on mobile data terminals at the 2009 UK British Computer Society IT Industry awards
- Email Communication
 - Identify and extracting knowledge from email communication
 - Determining the cost of email communication
 - Advantages and disadvantages of seminar and computer based training email communication
 - Discovery of an email interrupt recovery time
 - The identification of email defects
 - The negative impact email can have on employees
 - Email optimisation toolkit

SELECTED RESEARCH PUBLICATIONS

Publications (1999 to Jan 2011) – 1 Authored Book, 65 Refereed Conference Papers, 22 Refereed Journals, 3 Edited Works, 7 Other Publications, *11 journal publications submitted and being reviewed*

- Jackson, T.W., Dawson, R.J. and Wilson, D., "Reducing the Effect of Email Interruptions on Employees", International Journal of Information Management, 23(1), February 2003, 55-65, ISSN 02684012.
- Burgess, A., Jackson, T.W. and Edwards, J., "Email training significantly reduces email defects", International Journal of Information Management, 25(1), 1st February 2005, 71-83, ISSN 02684012. DOI: 10.1016/j.ijinfomgt.2004.10.004
- Jackson, T.W., "Applying Autopoiesis to Knowledge Management in Organisations", Journal of Knowledge Management, 11(3), 1st May 2007, 78-91, ISSN 13673270.
- DOI: 10.1108/13673270710752126
- Parboteeah, P. and Jackson, T.W., "An Autopoietic Framework for Organisational Learning", Knowledge and Process Management, 14(4), November 2007, 248-259, ISSN: 1092-4604. DOI: 10.1002/kpm.291
- Tedmori, S., Jackson, T.W. and Bouchlaghem, D., "Locating Knowledge Sources Through Keyphrase Extraction", Knowledge and Process Management, 13(2), 1st April 2006, 100-107, ISSN 10924604. DOI: 10.1002/kpm.250
- Tedmori, S. and Jackson, T.W., "Assessing the value of an e-mail knowledge extraction system", Knowledge and Process Management, April 2009, p65-73, ISSN: 1092-4604.
- Jackson, T.W., The Email Optimisation Toolkit, Ark Group, London, September 2009, ISBN: 978-1-906355-70-8.

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SELECTED ESTEEM FACTORS

Associate Editor

- Associate Editor for International Journal of Cases on Electronic Commerce (IJCEC) 2004 to date
- Associate Editor for Information Resources Management Journal (IRMJ) 2005 to date

Editorial Boards

- Member of the Editorial Board for the Journal of Knowledge and Process Management 2009 to date
- Member of the International Editorial Review Board of the Software Quality Management Conference 2001 to date
- Member of the International Editorial Review Board of the Empirical Assessment of Software Engineering Conference 2004 to 2009
- Member of the International Editorial Review Board of the Journal of Electronic Commerce in Organizations (JECO) 2005 to date

External Committees

- National Knowledge Transfer Partnership Academic Champion 2011 to date
- Member of the Program Committee for Information Resources Management Association (IRMA) 2001 to 2007
- EPSRC - Member of the Computer Science Panel 2005

Keynotes, Seminars and Media

- 2011 - Invited keynote speaker at the RIM Professionals Australasia (Queensland) – “The Effects of Information Overload on Employees and their Productivity”.
- 2011 – Invited keynote speaker at CimTech - The Future of Electronic Information and Records Management in the Public Sector. Keynote on “Meeting the challenges of Email management”
- 2011 – Interview for the Global Mail – Canada ‘Confessions of an Inbox Obsessive’
- 2010 - Invited keynote speaker at the RMAA Australia – “Steps to Optimising Email Communication within the Workplace”.
- 2010 – Invited keynote speaker at CimTech - The Future of Electronic Information and Records Management in the Public Sector. Keynote on “The challenges of e-mail management and research into a solution”
- 2009 – Interviewed on New York Radio regarding email overload
- 2009 - Invited keynote speaker at the Records Management Society Conference - "Death by Email"
- 2009 - Invited keynote speaker at the ERDM conference - "Email Retention and Management: The Dynamics and Costs of Change"
- 2008 Dr Jackson on Leicester Sound Radio "Emails Taking Over Your Life?" interview
- 2008 Dr Jackson on BBC Radio Essex "You have Email" interview
- 2008 Called as an email expert to appear on the BBC Money Programme, News 24 and BBC Breakfast news.
- 2007 Invited Seminar Speaker at Citi (world’s largest Bank) “Email Optimisation”
- 2007 Newcastle University - Can Training Improve the Effectiveness of Electronic Mail Communication within the Workplace?
- 2006 (Dec) Invited Seminar Speaker at Deakin University, Australia, - 'Optimizing the Extraction of Knowledge from Email Messages to Aid in Expertise Discovery'
- 2006 Invited Seminar Speaker at University of Technology Sydney (UTS), - 'Can Seminar and Computer-Based Training Improve the Effectiveness of Email Communication within the Workplace?'
- 2005 Invited Seminar Speaker at MIT, Cambridge - 'The Organisational Implications of Extracting Knowledge from Email'
- 2005 Invited Seminar Speaker at IBM's TJ Watson Research Centre - Optimising the Email Communication Environment'

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- 2004, Invited Seminar Speaker - Widening Horizons, AstraZeneca

Awards

- 2006 The Australian Computer Society Best Paper Award at the Australasian Conference on Information Systems - "Can Seminar and Computer-Based Training Improve the Effectiveness of Electronic Mail Communication within the Workplace?"
- Recognition for the work undertaken with Leicestershire Police on mobile data terminals at the 2009 UK British Computer Society IT Industry awards

SUCCESSFUL GRANTS – TRACK RECORD (2002 on)

Name	Value (£ K)	Awarding Body	Year	Investigator
Configuration Management of Global Information Systems	45	Rolls-Royce	2002	CI
Knowledge Management of Global Information Systems	45	Rolls-Royce	2002	PI
Development of an Electronic Information Distribution System	69	Danwood Group	2002	PI
The Cost Effectiveness and Efficiency of Information Systems	38	EPSRC	2003	PI
The Analysis and Development of Vehicle Testing Software using Data Mining Techniques	169	TCS	2003	PI
Travel Grant to attend IRMA conference in Philadelphia	1	Royal Society	2003	PI
Researcher into AI Web Searching	11	CHEVENING TECHNOLOGY	2003	PI
Capture & Manage E- Knowledge	11	CHEVENING TECHNOLOGY	2004	PI
Electronic Message Classification and Notification App	11	CHEVENING TECHNOLOGY	2004	PI
Integrated Knowledge Workspace	11	CHEVENING TECHNOLOGY	2004	PI
"Real-time" email training application	11	CHEVENING TECHNOLOGY	2004	PI
Email Knowledge Extraction	15	Eureka Software Moments, USA	2005	PI

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Managing Manufacturing Information	99	KTP – JCK Leicester	2005	PI
The Cost Effectiveness of an Email Optimising Training Programme	5	Professional Development, L'boro	2005	PI
The Cost Effectiveness and Efficiency of Info. Systems	43	AstraZeneca	2006	PI
Information Management and Business Technology	70	MTP	2008	PI
Automatic train timetabling	167	KTP and EPSRC – RWA RAIL, L'boro	2008	CI
Email Communication Analysis	2	Citi	2008	PI
ERP System Implementation in UK Joinery SMEs	97	JCK and EPSRC (EngD)	2009	PI
Evaluation of IM Impact at LCC	27	Leicestershire County Council	2009	PI
Development of an internal Communications System for the Congregation of the Sisters of Nazareth Charitable Trust	31	Sisters of Nazareth, Worldwide	2009	CI
Develop and embed knowledge for the effective management and use of information, using tools to assess objectives, policies, procedures to measure the impact of IM	117	KTP – Leicestershire County Council	2010	CI
Optimising efficiencies in the information environment of the Leicestershire Constabulary through the use of handheld mobile technologies'	35	HEIF4	2010	PI
NPIA - user engagement and qualitative evaluation of benefits obtained	26	National Police Improvement Agency	2010	CI
The National Archives – Email Classification and Categorisation	25.5	The National Archives	2011	PI
Developing and implementing and information and knowledge strategy including systems	60	Amateur Swimming Association	2011	PI
TOTAL	£1,241,500			

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RESEARCH GRANTS – AWAITING DECISION

- EC Call (FP7-ICT-2011-C) - Graphically Led Adaptation of Networked Content: an Exploration 2011
- EPSRC - Future-TV Network (FTV-Net): Case for Support to enable UK Leadership in Intelligent TV Manufacturing, Broadcasting Services and Creative Industry - 2011

PhD COMPLETIONS

Anthony Burgess (2006)

- Effective means of improving email communication

Tom Parsons (2007)

- Enhancing Pharmaceutical Innovation Through the Use of Knowledge Management

Sara Tedmori (2008)

- Exploiting Email: Extracting Knowledge to Support Knowledge Sharing

Hardev Uhbi (2008)

- A Framework for the introduction of Knowledge Management within an Engineering Environment

Peter Balafas (2009)

- Goal-Oriented Knowledge Management

Rachael Lindsay (2010)

- Email and Social Network Analysis at Leicestershire Police

Paul Parboteeah (2010)

- An Application of Autopoiesis to Knowledge Management

Steve Smith (2010)

- Reducing Information Overload by Optimising Information Retrieval Approaches

CURRENT PhD STUDENTS

Abdullah Alkrajji (started Oct 2008)

- Innovative technologies in Saudi Arabia Healthcare

Laura Marulanda-Carter (started Oct 2009)

- The levels of stress caused from emails in the workplace and apply an email management software tool to reduce stress.

Anoud Bani-Hani (started Oct 2009)

- The role of ERPs in Low Tech SMEs

Adam Steventon (started Oct 2009)

- Outcomes, Impacts and Measurements of Information and Knowledge Management

Ashley Cairns (started July 2010)

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- Optimising efficiency in the information environment of the Leicestershire Constabulary

Tessa Lambri (started Dec 2010)

- Information Sharing & Business Process Re-Engineering in Partnership Working Within the Area of Safeguarding and Vulnerability

Rebecca Timms (started July 2011)

- The role of KM in the Amateur Swimming Association

Lisa Carpenter (October 2011)

- Email classification and categorisation at The National Archives

Mike Hurst (started December 2011)

- Information retrieval through mobile devices

CURRENT RAs

Chris Masuda (2009 – to date)

- Develop and embed knowledge for the effective management and use of information, using tools to assess objectives, policies, procedures to measure the impact of IM

PREVIOUS RAs

Dr Paul Parboteeah (2010 – 2011)

- Applying autopoiesis theory to Leicester City Council: Knowing Council

Dr Rachael Lindsay (2010 – 2011)

- Leicestershire Police: E-signatures

Dr Mark Withall (2009 – 2011)

- Automatic train timetabling

Hongmei Lee (2003 – 2005)

- Tumarc: Information Processing from a Production Line

Hyun Jung Lee (2003 – 2004)

- Development of the Knowledge Workspace Project

Dimitry Kichigin (2004 – 2005)

- Development of the Email Trainer

Luci Lacraru (2004 – 2005)

- Development of the Email Knowledge Extraction Application

Walter Ruziwa (2004 – 2005)

- Development of the Knowledge Workspace Project

Qiqi Ma (2006 – 2008)

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- JCK – Implementing an ERP system in a low-tech industry

PhD EXTERNAL EXAMINATIONS

Dr Jackson has conducted 6 UK PhD viva voce and 1 International PhD viva voce (Australia).