

Sue A. Conger

University of Dallas
College of Business
Associate Professor
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Academic Background

Ph.D. Information Systems (New York University), 1988
M.B.A. Finance, Cost Accounting (Rutgers), 1977
B.S. Psychology, Criminology (Ohio State University), 1970

Memberships

Association for Computing Machinery (ACM)
Diffusion Interest Group in Information Technology (DIGIT)
Information Systems Auditing and Control Association (ISACA),
Information Technology Service Management Forum (itSMF),
Project Management Institute
SIGCSE, SIGTOOIS
SIGMIS
Society for Information Management

WORK EXPERIENCE

Academic Experience

Director of ITSM Program, Graduate School of Management (2005 - Present).
Hosted EXIN ITIL v3 Update and Exam, Recruited 1 new adjunct for ITSM program.
Associate Professor, Graduate School of Management, University of Dallas (2001 - Present). Director of the IT Program - Revised IT program curriculum in 2007.
Co-Director of Project Management Program, Graduate School of Management (2003 - 2005). Helped develop the Project Management Program in 2003.

Associate Professor, Southern Methodist University (1996 - 1999). Department of Management Information Sciences, Edwin L. Cox School of Business.

Visiting Assistant Professor, Southern Methodist University (1994 - 1996). Department of Management Information Sciences, Edwin L. Cox School of Business.

Assistant Professor, City University of New York (1990 - 1993). Department of Statistics and Computer Information Systems, Baruch College.

Assistant Professor, Georgia State University (1988 - 1990). Department of Computer Information Systems.

Adjunct Assistant Professor, New York University (1983 - 1987). Information Systems Area.

Adjunct Assistant Professor, New York University (1984 - 1986). Robert F. Wagner Graduate School of Public Service.

Non-Academic Experience

Director of Electronic Commerce, Sewell Automotive Companies (1999 - 2001). Developed eCommerce strategy, developed and deployed web content, developed eSales, Implemented Customer Relationship Management Data Warehouse and usage strategies, Designed and facilitated meetings, training, and executive briefings.

Senior Consultant, Mobil Corporation (1980 - 1983). Evaluate hardware and software opportunities for Manufacturing and Refining, Negotiate contracts for software, Coordinate deployment of selected hardware/software throughout the Corporation, Coordinate and test all disaster recovery planning for data centers around the globe.

Technical Director, Lambda Technology Corporation (1977 - 1980). Provide quality assurance on all staff activities Manage 100+ consultants Responsible for \$5+ million in annual revenue .

Consulting

1970: Sewell, Data Mining database design and development eBusiness Management

1970: The CMI Group (Dallas),

1970: Farleigh Dickinson University , Program assessment

1970: American Airlines, Expert Witness

1970: TIAA/CREF, Data Administration functions

1970: Southwest Airlines, Quality Assurance, Application Testing

Paid Service

2007: Louisiana Board of Regent's Research Competitiveness Subprogram, Grant proposal review for Andrew Schwarz, A Quad-Core Model of IT Innovation: Exploring Service Oriented Architecture.

Courses Taught

Business Programming I (MBA)
Business Programming II (MBA)
Foundations of Information Technology (specialized masters)
Future Trends In Technology (MBA)
IS Applications (specialized masters)
IT Governance (specialized masters)
Managing Requirements & Sourcing (MBA)
Mgmt Policy & Practice (MBA)
Process Mapping & Mgt (MBA)
Professional Internship (MBA)
Research Methods (specialized masters)
Research Practicum (specialized masters)

Other Teaching Activities

Capstone Field Projects

2007 - Pattonair IT Evaluation: Pattonair-UK, Derby, UK. Michael Agar, Roberto Landa, Luis Linares, Sumeet Bhasin, Narasimham Kota.

2007 - Pattonair IT Evaluation: Pattonair-US, Ft.Worth, TX. Michael Agar, Roberto Landa, Luis Linares, Sumeet Bhasin, Narasimham Kota.

Course Creation

2007 - Ph.D. Level Courses: Ph.D. Research Methods Seminar, Software Engineering Research Seminar, Object Oriented Systems Analysis and Design

Other Teaching Activities

2007 - Professional Courses: Quality Programs, Quality Circles, Quality Improvement (Consulting Engagement) Object Oriented Analysis (Consulting engagement) Data Modeling (Consulting engagement) Focus (Designed Course for consulting engagement) Testing and Debugging (Chase Manhattan Bank) IBM Utility Programs (Chase Manhattan Bank) Accounting for Systems Professionals (Chase Manhattan Bank) Municipal Accounting for Systems Professionals (Consulting engagement) Basic (Designed Course) Using 4GLs in the Classroom (for Faculty at NYU Stern School of Business) Introduction to Computers for Professionals (for NYU School of Public Administration graduate program) Building Web Page Applications (for Association of Computer

Educators in Texas) Electronic Commerce & The World Wide Web (for Sewell Motor Company) Electronic Commerce Strategies (for Consulting engagement)

INTELLECTUAL CONTRIBUTIONS:

Refereed Articles

Beachboard, J., Conger, S., Galup, S., Venkataraman, R., Hernandez, A., Jack Probst, (2007). It Service Management in the IS Curriculum: A Roadmap. *Communications of the Assoc for Info Systems*, 20, 555-566.

Galup, S., Dattero, R., Quan, J., & Conger, S. (2007). An Overview of Information Technology Service Management. *Communications of the ACM*.

Refereed Proceedings

Conger, S. A. & Landry, B. J. (2007). Beyond Network Based Security: Securing Disruptive Technologies. *Annual Meeting of the Decision Sciences Institute*.

Conger, S. A. (2007). Personal Information Privacy - The World Has Changed. *Information Resource Management Association (IRMA)*.

Conger, S. A., Galup, S., Dattero, R., Orr, A., & Palmer, R. (2007). IT Service Management: Academic Programs Face the Issue of Globalization . *ACM-SIG MIS/CPR Conference*.

Conger, S. A., Galup, S., Dattero, R., & Quan, J. (2007). Information Technology Service Management: An Emerging Area of Academic Research and Pedagogical Development. *ACM-SIG MIS/CPR Conference*.

Conger, S. A. (2006). Revitalizing IT Academic programs with IT Service Management. *International Conference on Information Systems (ICIS)*.

Conger, S. A., Mason, R. O. , Mason, F., & Pratt, J. (2005). The Connected Home: Paradise of Poison. *Proceedings of the Academy of Management Meeting*.

Conger, S. A. (2005). The Politics of Information. *Proceedings of the International Association of Business and Public Administration Disciplines*.

Non-Refereed Articles

Conger, S. A. & Schultze, U. (2008). LogisticsCo Case. *Society for Information Management*.

Schultze, U. & Conger, S. (2008). EnergyCo Case. *Society for Information Management*.

Conger, S. A. & Schultze, U. (2007). Outsourcer Case. *Society for Information Management*.

Conger, S. A. & Schultze, U. (2007). Insurer Case. *Society for Information Management*.

Schultze, U. & Conger, S. (2007). ChemCo Case. *Society for Information Management*.

Book

Conger, S. A. (2007). *Process Mapping and Management* (in press).

Book Chapters

Conger, S. A. (2008). Artificial Worlds - Real Ethical Issues. In Press, *Social Networking and Web 2.0 technologies*. IGI Global Inc..

Conger, S. A. & Landry, B. J. (2008). Disruptive Technology Impacts on Security. In Press, In Sushil K. Sharma (Ed.) *Handbook of Research on Information Security and Assurance*.

Conger, S. A. (2007). Emerging Technologies, Emerging Privacy Issues. *Information Security, Privacy and Politics: Current Issues, Challenges and Solutions*, (pp. 211-235). IGI Global, Inc..

Conger, S. A. (2004). The Impact of Agile SAP on the Supply Chain. *Managing Business with SAP: Planning, Implementation and Evaluation*. Idea Group Publishing.

Conger, S. A. (2003). E-Government in 21st Century America. *e-Business in the 21st Century*.

Presentation of Refereed Papers

Conger, S. A. (2008, May). *ITSM: A Research Agenda*. Presented at Conf-IRM - International Conference on Information Management, Niagara Falls, Canada.

Conger, S. A. & Probst, J. (2008, May). *ITSM Tutorial*. Accepted for Conf-IRM - International Conference on Information Management, Niagara Falls, Canada.

Conger, S. A. (2008, January). *Artificial Worlds - Real Ethical Issues*. Presented at Hawaii Conference on Information Systems and Software (HICSS), Waikoloa, Hawaii.

Conger, S. A. & Landry, B. J. (2007, November). *Beyond Network Based Security: Securing Disruptive Technologies*. Presented at Annual Meeting of the Decision Sciences Institute, Phoenix, Arizona.

Beachboard, J., Conger, S., Galup, S., Venkataraman, R., Hernandez, A., Jack Probst, (2007, August). *It Service Management in the IS Curriculum: A Roadmap*. Presented at Americas Conference on Information Systems, Keystone, Colorado.

Pratt, J. & Conger, S. (2007, August). *Without Permission: Privacy on the Line*. Presented at Americas Conference on Information Systems, Keystone, Colorado.

Conger, S. A. & Schultze, U. (2007, May). *IT Governance and Control: Making sense of Standards, Guidelines, and Frameworks-Phase I Report*. Presented at Society for Information Management Advanced Practices Council, Chicago, Illinois.

Conger, S. A. (2006). *IT Governance and Control: Making Sense of Standards, Guidelines, and Controls*. Presented at OASIS, IFIPS 8.2 !! IS Research group at ICIS, Unknown, United States of America.

Conger, S. A., Mason, R. O. , Mason, F., & Pratt, J. (2005, August). *The Connected Home: Paradise of Poison*. Presented at Academy of Management, Honolulu, Hawaii.

Conger, S. A. (2006, October). *IT Governance and Control: Making sense of Standards, Guidelines, and Frameworks*. Presented at Society for Information Management Advanced Practices Council, Unknown, Unknown.

Conger, S. A. (2006, September). *IT Governance and Control: Making sense of Standards, Guidelines, and Frameworks*. Presented at Zicklin School of Business, Baruch College, City University of New York, New York, New York.

Conger, S. A. (2005, December). *Research and Tenure, Junior Faculty Consortium Panel*. Presented at International Conference on Information Systems (ICIS), Las Vegas, Nevada.

Conger, S. A. (2005, December). *Ten years of privacy research - Remarks to the Special Interest*. Presented at International Conference on Information Systems (ICIS), Las Vegas, Nevada.

Conger, S. A. & Picus, B. (2008, February). *Sustainable Certification Using ISO 20000*. Presented at ASQ Quality Management Division Conference, Orlando, Florida.

Presentation of Non-Refereed Papers

International

Conger, S. A. (2007, May). *Personal Information Privacy-The World Has Changed*. Personal Information Privacy-The World Has Changed, Vancouver, Canada.

Conger, S. A. (2002, December). *Keeping your research interests interesting*. Jr. Faculty Consortium, International Conference on Information Systems, Barcelona , Spain.

Conger, S. A. (2002, August). *Streaming on Advertising Websites*. Japan-America Conference on e-Commerce and M-Commerce, Unknown, Unknown.

Conger, S. A. & Schultze, U. (2008, February). *Corporate Governance and Contro: Making Sense of Standards, Guidelines, and Frameworks*. Invited presentation at Society for Information Management Advanced Practices Council, Atlanta, Georgia.

Conger, S. A. & Venkataraman, R. (2007, September). *Current state of ITSM in Academia, Industry, and Hiring Practices: A survey ITSM and Market Potential for Students - Who is Hiring?* itSMF USA Academic Forum, Charlotte, North Carolina.

Conger, S. A. (2007, February). *The Status of Academic Programs in ITSM: What You Can Do to Help*. itPreneur's Partner Event, Miami, Florida.

Conger, S. A., Pratt, J., Mason, R. O. , & Mason, F. (2006, December). *Legal Sharing, Shadow Sharing, Leakages: Issues of Personal Information Privacy Have Changes*. OASIS, IFIPS 8.2 !! IS Research group at ICIS, Unknown, Unknown.

Conger, S. A., Iqbal, M., & Venkatraman, R. (2006, October). *Making a Business Case for IT Service Management*. 1st Annual IT Service Management Forum Academic Forum, Dallas, Texas.

Conger, S. A., Iqbal, M., & Venkatraman, R. (2006, October). *The Business Case for IT Service Management*. 1st ITSMF-USA Academic Forum, Irving, Texas.

Conger, S. A. (2006, March). *Filling the Skills Gap in IT Service Management Implementation*. IT Management Forum, Dallas, Texas.

Conger, S. A. (2004, April). *Ethical Software Development*. ACM SIGMIS/SIGCPR Conference, Tucson, Arizona.

Conger, S. A. (2003, May). *Career Management: Moving between Academia and Business Sectors*. Information Management Resource Association Conference, Philadelphia, Pennsylvania.

Conger, S. A. (2003, April). *The Impact of an Agile ERP System on the Supply Chain*. Production and Operations Management Conference, Savannah, Georgia.

Regional

Conger, S. A. (2007, October). *Incorporating ITSM in Undergraduate Programs*. Invited presentation at University of Houston Fall Retreat, Houston, Texas.

Conger, S. A. (2007, March). *IT Governance and Control: Making sense of Standards, Guidelines, and Frameworks*. University of Limerick Research Colloquium, Limerick, Ireland.

Conger, S. A. (2007, January). *IT Service Management Skills and Training Alternatives*. University of Houston, Information Systems Research Center Briefing, Houston , Texas.

Conger, S. A., Iqbal, M., Venkatraman, R. O. , Mason, F., & Stivison, A. (2004, October). *Dealing with Information Overload*. Invited Speech and Roundtable Discussion, Sponsored by Avaya, Inc, Dallas, Texas.

Conger, S. A. (2003, January). *Quality Program Review*. Invited Speech, The CMI Group, Carrollton, Texas.

Local

Conger, S. A. (2007, May). *Emerging Technologies: Emerging Privacy Issues*. MISRC Research Collquium, Houston , Texas.

Conger, S. A. & Picus, B. (2007, April). *Sustainable Certification*. Austin itSMF-Local Interest Group, Austin , Texas.

- Conger, S. A. (2007, March). *Emerging Technologies: Emerging Privacy Issues*. University of Galway Research Colloquium, Galway, Ireland.
- Conger, S. A. (2005, May). *Directions of the IT Discipline*. Invited talk and panel discussion, , Sponsored by the ISRC at University of Houston Business School, Houston , Texas.
- Conger, S. A. (2004, October). *Managing Project Turnarounds*. Invited presentation at Invited talk and panel discussion, , Sponsored by the ISRC at University of Houston Business School, Houston , Texas.
- Conger, S. A. (2003, March). *Introduction to Web Design*. Invited presentation at Center for Non-Profit Management, Unknown, Unknown.
- Conger, S. A. (2003, February). *Quality Circles*. Invited presentation at Invited speech, The CMI Group, Carrollton, Texas.
- Conger, S. A. (2002). *Intermediate Web Design*. Invited presentation at Center for Non-Profit Management, Unknown, Unknown.
- Conger, S. A. (2002, August). *The Baldrige Quality Program*. Invited presentation at Invited Speech, The CMI Group, Carrollton, Texas.

Research Grants

Funded-External

- 2007 - Conger, S. A. & Schultze, U., "IT Governance and Control: Making sense of Standards, Guidelines, and Frameworks", Renewed for additional \$30,000 in May 2007. To be completed in February 2008., Society for Information Management Advanced Practices Council, (\$60,000).
- 2005 - Conger, S. A., Mason, R.O., Mason, F., & Pratt, J., "Privacy Issues in the Connected Home", Boston University ISRC from U.S. Army, (\$25,000).
- 2003 - Conger, S. A., " On Implementing a Quality Program ", The CMI Group, (\$47,400).
- 1991 - Conger, S. A., "Research Assistant Support", Baruch College, (\$2,500).
- 1990 - Conger, S. A., "Research Assistant Support", CUNY Research Foundation, (\$5,000).
- 1989 - Conger, S. A., "Development of an Intelligent Test Bed and CASE Tool Analysis for Ada-MIS Environment", U. S. Army Information Systems Engineering Command, (\$75,000).
- 1989 - Conger, S. A., "Development of an Intelligent Test Bed and CASE Tool Analysis for Ada-MIS Environment", U. S. Army Information Systems Engineering Command, (\$75,000).

Funded-Internal

1999 - Conger, S. A., "support eCommerce research ", Edwin L. Cox School of Business, Southern Methodist University, (\$2,500).

1997 - Conger, S. A., "Grant to support Computer Ethics research ", Edwin L. Cox School of Business, Southern Methodist University, (\$9,600).

1991 - Conger, S. A., "Research Assistant Support", Baruch College, (\$4,500).

1989 - Conger, S. A., "Support for Software Engineering Research", College of Business Administration, Georgia State University, (\$4,500).

Not Funded-External

2003 - Conger, S. A. & Meade, L.M., " Agile Deployability: An Empirical Investigation ", King-Hagggar Scholar's Award

Not Funded-Internal

1991 - Conger, S. A., "Support for Software Engineering Research", Baruch College.

SERVICE:

Service to the University

Department assignments:

Chair:

2007-2008: Women of Excellence Event: Co-Chair with Dr. Elizabeth McGrady

College assignments:

Chair:

2008-2009: GSM Capstone

Member:

2008-2009: COB Technology Committee

2008-2009: JCBE

2007-2008: JCBE: Coordinate Revisions of Undergraduate International Business Syllabus

2007-2008: Rank and Tenure

2005-2006: Curriculum Committee

2005-2006: Student Programming Committee

2003-2004 through 2006-2007: JCBE

2003-2004 through 2006-2007: UD Grievance Panel

2003-2004 through 2004-2005: IMBA Mobile Learning Committee

2002-2003 through 2004-2005: Lecture Series Committee

2002-2003 through 2004-2005: Capstone Improvement Committee

University assignments:

Member:

2008-2009: Promotion and Tenure Committee

Service to the Profession

Chair: Committee / Task Force

2005: Information Resource Management Association (IRMA), Program Committee, IRMA Conference, May 15-21, 2005. Program Committee, IRMA Conference, Vancouver, B.C., May, 2007 Session Chair, Privacy and Security, May, 2007 (International).

1988: International Federation of Information Processing Societies, Local Arrangements 1991 Program Committee, 1992, 1993, 1997 Conference Co-Chair, 2001 Speaker 1991,1992, 2001, 2006, London, Great Britain (International).

1985: Association for Computing Machinery (ACM), SIGMIS Secretary/Treasurer, 1991-1993 Chair of Nominations Committee, 1996. SIGCSE, SIGTOOIS (National).

Chair: Conference / Track / Program

2008: Information Resource Management Association (IRMA), Organizing Committee, Workshop on ITSM, Track Chair for ITSM and Program Committee for annual conference. (National).

Editor: Associate Editor

2007: Information Systems and Management (National).

2006: International Journal of Doctoral Studies, 1 paper, RnR and accept (National).

2006: MIS Quarterly Executive (National).

1996: Information Systems Journal, 2 reviews, both RnR (National).

Editor: Conference Proceedings

2000: European Conference on Information Systems (ECIS), (International).

2000: European Conference on Information Systems (ECIS), (International).

Invited Lecture

1999: Association for Women in Computing, Member 1999-2003 Invited speaker, 2000, The Future of the Internet Invited speaker, 2002, The Future of the Internet Revisited (Local).

Member: Committee/Task Force

2005-2008: Information Technology Service Management Forum (itSMF), Annual Meeting Planning Committee (National).

2007: International Journal of E-Adoption (International).

1996: Conference on Method Engineering, Program Committee Poster Session presentation, Atlanta, Georgia (National).

1995: Conference on Advanced Information Systems Engineering (CAISE-95), Jyvaskaala, Finland (International).

Officer: Organization / Association

2006-2008: SIGSVC - SIG Service, Founding Member 2006, Elected President - December 2007 (National).

2002-2008: Association for Information Systems, Vice President, Chapters and Affiliated Organizations American Conference on Information Systems (AMCIS) International Conference on Information Systems (ICIS), Special Interest Group on Services Management Special Interest Group on Security and Privacy (International).

1989: Diffusion Interest Group in Information Technology (DIGIT), Co-founder, Program and Arrangements Committee, Local Arrangements Chair, Program Committee, Speaker at DIGIT meetings, Copenhagen, Denmark (International).

Other Professional Service Activities

2007: City University of New York, Research Request for Richard Lolowezak - Information Collection Practices of Companies and their Impact on Consumers., New York, New York (Local).

2004: Information Systems Auditing and Control Association (ISACA) (National).

1988: Academy of Management, Organizational Communication and Information Systems (OCIS) Division Social Issues in Management (SIM) Division Technology and Innovation Management (TIM) Division Speaker at Academy national meetings (panel or paper presentation) in 1994, 1997, 1999, 2005. (National).

1985: IEEE Computer Society (National).

Reviewer - Book / Textbook

2007: Information Security, Privacy and Politics: Current Issues, Challenges, and Solutions, Ramesh Subramanian (Local).

Reviewer - External Tenure

2007: Sprott School of Business, Carleton University, Promotion review for Alex Ramirez., Ottawa, Canada (International).

Service to the Community

Member of a Committee

2001: Texas Women's University, School of Management, Advisory Board

2001: Council of e-Commerce Consultants

Other Community Service Activities

2003: US Figure Skating Association National Competition, Volunteer
2002: Habitat for Humanity, Misc. volunteering, 2005-2007. Bake sale cooking
2005, 2006 Blitz Build, 2002.
2001: Center for Non-Profit Management Training, Introduction to Web Design
Intermediate Web Design Workshop,
2001: Managed capstone projects that benefited the following not-for-profit
organizations, The Championship Debate Group, Denton, TX The Child &
Family Resource Clinic, University of North Texas, Denton, TX The Dallas
CASA, Dallas, TX The Exchange Club Center for the Prevention of Child Abuse
(EXCAP), Dallas, TX The Leslie K. Bedford Foundation, Irving, TX The Salvation
Army ARC, Dallas The Suicide and Crisis Center The Womens | Museum
University of Dallas: GSM IT Services, IT Program, Supply Chain Program,
Alumni Relations
2001: Managed capstone projects that benefited the following not-for-profit
organizations, Aids Arms, Dallas, TX 2003 US Figure Skating Association
National Competition Brookhaven Jr. College tutoring program, Dallas, TX
Center for Non-Profit Management Chamber of Commerce for Individuals with
Disabilities Partnership for the Environment, Dallas, TX MetroCrest Services,
Carrollton, TX Salvation Army, Dallas, TX Sequoia, Irving, TX The Alexander
School, Richardson, TX

Positions Held in Civic Organizations

2003: MentorNet, Computer Science mentor
1993: Bent Tree Homeowner's Association, Vice President

Faculty Development

Assurance of Learning - Professional Development

2007: IT Governance Institute, The Service Management Body of Knowledge for
IT Professionals (ITSMBOK): Irving, Texas.

Instructional-Related Conference

2007: ItPreneur's Partners Event. Variety of Leadership seminars. Miami,
Florida.

2001: Senior Faculty Mentor in the Junior Faculty Consortium, ICIS. New
Orleans, Louisiana.

Other Professional Development

2007: Presented by Bobby Cameron. Preparing for the future - the role of the
'21st Century CIO. Dallas, Texas.

2006: Computer Associates, Apollo-13 ITIL Simulation. Plano, Texas.

2006: N Dallas Chamber of Commerce, Cyber Threats of the 21st Century.
Richardson, Texas.

- 2006: Pink Elephant ITSM Briefing. Irving, Texas.
- 2006: SIM Dallas Chapter, Outsourcing Evaluation and Roundtable. Irving, Texas.
- 2006: CA, Service Level Agreements. Plano, Texas.
- 2006: "eCommerce and Innovation" . Dallas, Texas.
- 2006: Participant, 'Guarding the Guardians: The Ethics and law of Domestic Surveillance'. Dallas, Texas.

Professional Seminars / Workshops

- 2008: IP3, From Strategy to Reality, Security Conference. Frisco, Texas.
- 2008: Information Technology Service Management Forum (itSMF). Service Delivery - David Cannon, Change Management - Paul Wilmont. Dallas, Texas.
- 2007: Surviving CyberCrime: What Lies Ahead. Executive Breakfast sponsored by IntelliBriefs and covered topics on CyberCrime. Dallas, Texas.
- 2007: ISACA. 'Cobit: The Update,' ½ Day Webinar. Irving, Texas.
- 2007: NASA Mini-Series. Ontology in Knowledge Management and Decision Support. Houston, Texas.
- 2007: AgGateway. eBusiness implementation, providing education and eBusiness project coordination in the agriculture industry. Dallas, Texas.
- 2007: Forensic Accounting. Hirji, Turan, Byrd, & Co., P.C. Irving, Texas.
- 2007: Using Camtasia. Presented by Dr. Stan Kroder. Irving, Texas.
- 2006: BSI & Plexent, ISO 20000 - IT Service Management Briefing . Dallas, Texas.
- 2006: ITSM Practice Director at CCN, Inc., Communicate or Fail . Dallas, Texas.
- 2006: Surveying the ITAM Landscape: The State of IT Asset Management. Dallas, Texas.
- 2006: IT Service management Forum National Meeting (itSMF). Salt Lake City, Utah.
- 2006: IT Service Management !! How it all Fits Together, . Dallas, Texas.
- 2006: ITIL Implementation, Webinar for www.serena.com. Irving, Texas.
- 2006: Intel Premier IT Professional Seminar & Technology Showcase. Dallas, Texas.
- 2006: Computerworld and The Gartner Group, Investing in Agility: Strategies for Consolidating and Securing Data Centers, Exploiting Software Re-use, and Maximizing IT/Business value, . Dallas, Texas.
- 2005: IT Management Summit on Business Intelligence. Dallas, Texas.
- 2005: itService Management Forum (itSMF). Chicago, Illinois.

2004: Microsoft presentation on 'Web site development middleware'. Dallas, Texas.

2004: Hacker-proofing your Web Site. Dallas, Texas.

2003: Borland presentation on Accelerating the Application Lifecycle, . Dallas, Texas.

2002: CAIS Conference. Dallas, Texas.

2002: Microsoft Educational Curriculum Resource Review. Barcelona, Spain.

2002: American Association on Information Systems Annual Meeting. Dallas, Texas.

2001: DIT Symposium on Electronic Commerce. Baltimore, Maryland.

2000: Advanced Web Techniques. Dallas, Texas.

1997: Academy of Management Participant in Mid-Career Works. Boston, Massachusetts.

1993: MIS Camp VI . Atlanta, Georgia.

1991: MIS Camp VI . Miami, Florida.

1991: Workshop on Experiential Learning, Academy of Management. Miami, Florida.

1989: MIS Camp II. Washington, District of Columbia.

1989: Workshop on Integrating Communication and MIS Research, Academy of Management, Organizational Communication Division. Washington, District of Columbia.

1988: MIS Camp I. Malibu, California.

Research-Related Conference/Seminar

2007: LERO, The Irish Software Engineering Research Centre. Seminars on Software and development in the medical industry. Limerick, Ireland.

2002: Customer Relationship Management and Personalization , . Athens, Georgia.

University Faculty Development Meeting

2007: Reference Manager and UD Bibliographic Resources. Presented by Dr. Brett Landry and Dr. Brian Murray. Irving, Texas.

Honors and Awards

Honors:

1995: Who's Who in the World -- Women's Edition.

1992: Who's Who in American Education.

1992: Who's Who in America.

1990: Who's Who in the Southeast.

Awards:

2007: Awarded itSMF-USA Industry Knowledge Contribution Award, Information Technology Service Management Forum (itSMF).

2003: National Leadership Award, Business Advisory Council.

2002: Certificate of Excellence , The CMI Group.

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