

Professor Thomas William Jackson

Curriculum Vitae – March 2016

BIOGRAPHY

Thomas W Jackson (BSc, PhD, FBCS) is a Professor of Information and Knowledge Management and is the Director of the Centre for Information Management, and the Associate Dean for Research in the School of Business and Economics at Loughborough University. He has over 15 years' experience of research and industrial consultancy and secured over £14M from Research Councils. His research areas are Electronic Communication and Information Retrieval, and Applied and Theory based Knowledge Management, including his Natural Language Processing Email Knowledge Extraction system (EKE) that has the world's best f-ranking measure. In addition to this, his EMOTIVE project holds the world's best f-measure for fine grained emotion detection. He is on a number of editorial boards for international journals and reviews for many more and has published more than 130 papers in peer reviewed journals and conferences. He has given a number of invited keynote talks throughout the world. Funding sources for his research including EPSRC, Royal Society, Private (e.g. SAP), Public (e.g. Leicestershire Constabulary, The National Archives); KTPs and 3rd Sector (Amateur Swimming Association – predicting swimmer attendance) and won a number of prizes for his research, notable the research undertaken with Leicestershire Police and the implementation of Mobile Data Terminals in all Police Vehicles. He is currently working on the Robust Lifecycle Design and Health Monitoring for Fuel-Cell Extended Performance project and the Adaptive Informatics for Intelligent Manufacturing (AI2M) project.

CONTACT DETAILS

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EMPLOYMENT

Aug 2013 - date Centre for Information Management, School of Business and Economics, Loughborough University
Feb 06 – July 13 Department of Information Science, Loughborough University
Jan 02 – Feb 06 Department of Computer Science, Loughborough University
Dec 99 – Dec 01 Director of In2netLogic
Jun 96 – Sep 97 Lloyds Bank Counter System Analyst

ROLES

Sept 2015 – Mar 2016 Acting Associate Dean Research – Loughborough University School of Business and Economics
Mar 2013 - date Director of the Centre for Information Management, School of Business and Economics
Apr 2013 Promotion to Professor of Information and Knowledge Management
Feb 06 to date Lecturing: Information Retrieval for Knowledge Management; Information Retrieval; Information Management and Semantic Technology; E-Business Management and Strategy; Knowledge, Data and Information in Organisations; Knowledge, Data and Information Systems; Information and Knowledge and Organisation and Retrieval
From Feb 06 Roles: Research Director (Sept 2009 to Dec 2010, Sept 2011 to date), Marketing Coordinator (2007 to 2009), Director MSc IKM (2006 to 2008), Director MSc IMBT (2009 to 2011),

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Member of the Science Faculty Board (2006 to 2008), Member of the Transport Committee, Member of the Centre of Information Management working group (2012), REF UoA36 Champion (2012-2013)

- Feb 06* Promotion to Senior Lecturer
- Jan 02 – Feb 06* Lecturing: UML Requirements Analysis, Managing IT Systems
- Jan 02 – Feb 06* Roles: Director of UG Computer Science and E-business Programme, Co-Programme Director for Information Management and Computing; Member of the Science Faculty Board; UG and PG project supervision

QUALIFICATIONS AND PROFESSIONAL SOCIETIES

2012 – Fellow of the British Computer Society (FBCS)

2001 – Ph.D. Computer Science - “The Cost Effectiveness of Electronic Communication”, Loughborough University

1998 – BSc (Hons) Computing, Class 2i, Loughborough University

1998 – DPS - Diploma in Professional Studies, Loughborough University

SELECTED RESEARCH PUBLICATIONS

Publications (1999 to July 2013) – 1 Authored Book, 77 Refereed Conference Papers, 30 Refereed Journals, 3 Edited Works, 7 Other Publications, **8 journal publications submitted and being reviewed**

- Jackson, T.W. and Farzaneh, P., (2012), “Theory-based Model of Factors affecting Information Overload”, International Journal of Information Management, In press.
(<http://www.sciencedirect.com/science/article/pii/S0268401212000606>)
- Tedmori, S., and Jackson, T.W. (2012), “The design and evaluation of EKE, a semi-automated email knowledge extraction tool”, Knowledge Management Research & Practice 10, 79–88. doi:10.1057/kmrp.2011.40:
- Rachael Lindsay, Thomas W. Jackson, Louise Cooke, (2011) "Adapted technology acceptance model for mobile policing", Journal of Systems and Information Technology, Vol. 13 Iss: 4, pp.389 – 407
- 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
- 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.
- Thomas W. Jackson and Sharman Lichtenstein, “Optimising e-mail communication: the impact of seminar- and computer-based training”, International Journal of Internet and Enterprise Management, 2011 - Vol. 7, No.2 pp. 197 - 216, DOI: 10.1504/IJEM.2011.039915
- Jackson, T.W., The Email Optimisation Toolkit, Ark Group, London, September 2009, ISBN: 978-1-906355-70-8.

SELECTED ESTEEM FACTORS

Associate Editor

- Associate Editor for Information Resources Management Journal (IRMJ) 2005 to date
- Associate Editor for International Journal of Cases on Electronic Commerce (IJCEC) 2004 to 2013

Editorial Boards

- Member of the Editorial Board for the Journal of Knowledge and Process Management 2009 to date

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- 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

- Member of the H2FC Supergen Science Board 2013 to date
- National Knowledge Transfer Partnership Academic Champion 2011 to date
- Member of the Program Committee for the European Conference on Knowledge Management (2011 to date)
- Member of the Program Committee for Information Resources Management Association (IRMA) 2001 to 2008
- EPSRC - Member of the Computer Science Panel 2005

Keynotes, Seminars and Media

- 2016 – Keynote Anglian Water “Email and Knowledge Management”
- 2015 – Inaugural Lecture, Loughborough “The Connected Jungle and the Digital Tree”
- 2015 – Invited Keynote The Annual Analytics Summit, OR Society, “EMOTIVE – Mapping the Mood of the Nation”
- 2015 – Invited Speaker: Building Societies Annual Conference, “The Connected Jungle and the Digital Tree”
- 2015 – Invited Keynote – SQM Conference, “The Connected Jungle And The Digital Tree”
- 2014 – Invited Keynote UKAIS, Oxford – “Creating the IS Pipeline: From Theory to Applied to Impact”
- 2014 – Presentation at Yorkshire Water: i3 Data Services – “EMOTIVE – Mapping the Mood of the Nation”
- 2014 – East Midlands Police Consortium Launch – Presentation: “EMOTIVE – Mapping the Mood of the Nation”
- 2014 – Invited Speaker: CILIP, “IM: Making the UK Smarter”
- 2013 – Prof Jackson provides interviews for newspapers on email stress (Daily Mail, Evening Standard, Metro, Daily Telegraph).
- 2013 – Prof Jackson STV Scotland Tonight to discuss email stress - <http://news.stv.tv/scotland/228120-do-emails-increase-your-stress-levels-and-affect-your-health/>
- 2013- Prof Jackson on BBC Radio Scotland to discuss email stress - <http://youtu.be/bchU4hEpFQM>
- 2013 – On the Expert panel for the London Assembly Budget and Performance Committee review of introducing new technology into the Met Police
- 2012 - Public Record Office of Northern Ireland (PRONI) Conference "What to do with Employees that are too busy to manage their Email?"
- 2011 – Invited speaker by the Digital Preservation Coalition on Preserving Email: Directions and Perspectives. The title was “Emerging tools for email preservation”
- 2011 – Invited Keynote for RIM Professionals Australasia at the conference Eye Opening View. Title of presentation “Email Preservation & Archiving”
- 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

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- 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'
- 2004, Invited Seminar Speaker - Widening Horizons, AstraZeneca

Awards

- 2013 – Outstanding Paper Award (IADIS Conference) – EMOTIVE ontology: Extracting fine-grained emotions from terse informal messages
- 2012 – Fellowship of the British Computer Society
- 2012 - Awarded Loughborough University Knowledge Transfer Award. Finding hi-tech solutions for a modern police force. <http://www.lboro.ac.uk/enterprise-awards/knowledge-transfer/>
- 2011 – Finalists of the Loughborough University Knowledge Transfer Award. Automating Train Timetables as part of a KTP project with RWA Rail.
- 2009 - Recognition for the work undertaken with Leicestershire Police on mobile data terminals at the 2009 UK British Computer Society IT Industry 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?"

RESEARCH GRANTS – AWAITING DECISION

- EPSRC – Intelligent Data in Manufacturing

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

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Steve Smith (2010)

- Reducing Information Overload by Optimising Information Retrieval Approaches

Abdullah Alkrajji (2012)

- Innovative technologies in Saudi Arabia Healthcare

Anoud Bani-Hani (2013)

- The role of ERPs in Low Tech SMEs

Tessa Lambri (2014)

- Modelling the Implementation and Acceptance of the Police National Database in UK Police Forces

Laura Marulanda-Carter (2014)

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

Ashley Cairns (2014)

- Optimising efficiency in the information environment of the Leicestershire Constabulary

Ejovwoke Onojeharho (2015)

- Knowledge Technologies, Process and Cultures at the Amateur Swimming Association

CURRENT PhD STUDENTS

Adam Steventon (started Oct 2009)

- Outcomes, Impacts and Measurements of Information and Knowledge Management

Mike Hurst (started December 2011)

- Determining emotion from multi-modal devices

David Gerrard (started October 2012)

- Epiphany: an intelligent agent to measure how inspired the public are by art and culture.

Stefanie Hills (started October 2014)

- Exploring Terse Text Persuasion for Open-Source Intelligence Monitoring

Mike Johnson (started December 2014)

- Human-computer interactions within a car environment

Mohamed Taher Alrefaie (started January 2015)

- Smart Materials Suitable for On-demand Display Design

Becca Coates (started January 2015)

- Mapping Stress using Social Media

Marzieh Talebpour (started July 2015)

- Determining the semantic quality of ontologies

James Lappin (April 2015 – part-time)

- Managing Correspondence in the age of email

Mabelle Chen (started January 2016)

- Ontology process modelling: adaptive intelligent manufacturing

CURRENT RAs

Dr Suzanne Elayan

- Ontology Development – AI2M, RESILIENCE

Dr Asia Ramzan

- EPSRC AI2M- Adaptive Informatics for Intelligent Manufacturing

Dr Ejovwoke Onojeharho

- Toxi-Triage

Dr William Johnson

- UK Collaboration for Research in Infrastructure and Cities (UKCRIC)

Dr Sameera Abar

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- EPSRC - Robust Lifecycle Design and Health Monitoring for Fuel-Cell Extended Performance (RESILIENCE)

PREVIOUS RAs

Dr Martin Sykora (August May 2013 – October 2014)

- AI2M- Adaptive Informatics for Intelligent Manufacturing

Dr Alexander Von-Lunen (Dec 2013 to July 2014)

- ReDites – extension of the EMOTIVE project

Dr Paul Parboteeah (Oct 2012 – Sept 2013)

- Graphical Modelling of Predicting Demand and Participation of Swimmers

Dr Martin Sykora (May 2012 – April 2013)

- EMOTIVE- Extracting the **Meaning Of Terse Information** in a geo-Visualisation of Emotion

Dr Suzanne Elayan (Nov 2012 – Jan 2013)

- EMOTIVE- Extracting the **Meaning Of Terse Information** in a geo-Visualisation of Emotion: Ontology development

Chris Masuda (2009 – 2012)

- 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

Dr Paul Parboteeah (Jan 2012 – July 2012)

- Demand Profiling and Prediction for UK Swimming

Dr Paul Parboteeah (2010 – 2011)

- Applying autopoiesis theory to Leicester City Council: Knowing Council

Dr Rachael Lindsay (2010 – 2011)

- Leicestershire Police: Evaluating the effectiveness of Mobile Data Terminals

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)

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

PhD EXAMINATIONS

Professor Jackson has conducted 12 UK PhD viva voce and 1 International PhD viva voce (Australia).

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	45	Rolls-Royce	2002	PI

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Information Systems				
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	TSB – Teaching Company Scheme	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
Managing Manufacturing Information	99	TSB 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
Transport: Automatic train timetabling – developed an automatic train timetabling system	167	TSB KTP and EPSRC – RWA RAIL, L'boro	2008	CI
Email Communication Analysis	2	Citi	2008	PI

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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	TSB 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
Optimising efficiency in the information environment of the Leicestershire Constabulary	8.5	Leicestershire Constabulary	2011	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
Demand Profiling and Prediction for UK Swimming	17.2	ESPRC (LU Funding)	2011	PI
EMOTIVE - Extracting the Meaning Of Terse Information in a geo-Visualisation of Emotion	88.5	ESPRC	2012	PI
Graphical Modelling of Predicting Demand and Participation of Swimmers	44, 836	Knowledge Transfer Award	2012	PI
Developing the information management capabilities to handle data, information and knowledge efficiently, effectively and securely among government agencies	56,419	Knowledge Transfer Award	2012	CI
Adaptive Informatics for Intelligent Manufacturing (AI2M)	£2.4m <i>(all awarded to LU with £382,592 to CIM)</i>	EPSRC	2013	CI

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EPSRC - <u>Robust Lifecycle Design</u> and Health Monitoring for Fuel-Cell Extended Performance (RESILIENCE).	£1m	EPSRC	2013	CI
EPSRC – ReDites	£380k	EPSRC	2013	CI
EPSRC - Doctoral Training Centre – Embedded Intelligence (in collaboration with Design School, Wolfson, AAE, Electrical)	£13m			
Toxi-Triage – EU H2020	<i>€12m – (£8.8m) (£375k to CIM)</i>			
TOTAL	£ 14,036,505 £18,236,505 (Inc. DTC)			