

Professor Tom William Jackson

Curriculum Vitae – January 2019

BIOGRAPHY

Tom Jackson (BSc, PhD, FBCS) is a Professor of Information and Knowledge Management and is the Associate Dean Research in the School of Business and Economics at Loughborough University. He has over 16 years' experience of research and industrial consultancy and secured over £16M of research funding. His research areas are Email, Social Media Communication; 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 160 papers in peer reviewed journals and conferences. He is currently the Editor of the Journal - [Knowledge Management Research & Practice](#).

He has given a number of invited keynote talks throughout the world. Funding sources for his research including EPSRC, Royal Society, EU H2020, 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; the Adaptive Informatics for Intelligent Manufacturing (AI2M) project; and the EU H2020 Toxi-Triage project.

CONTACT DETAILS

Professor Thomas Jackson

Associate Dean Research

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ORCID - [0000-0001-8404-4251](https://orcid.org/0000-0001-8404-4251)

LinkedIn: <https://www.linkedin.com/in/tom-jackson-0a70ab106/>

EMPLOYMENT

Aug 13 – to date 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

Nov 16 – Feb 18 **Lead for Decision Sciences**

The School of Business and Economics is a leader in research on Decision Sciences. We focus on the development and application of rigorous methodologies that can support both private and public sector decision makers and policy makers in understanding, evaluating and improving the performance and choices of firms, organisations and individuals. I have set-up a global Decision Sciences network which involves 5 other universities from around the world.

June 16 - date **Member of EPSRC Peer Review Associate College**

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The College enables the scientific community to identify those who they feel are suitable to review their proposals, so giving general quality assurance of EPSRC's peer review process.

Sept 15 – date

Associate Dean Research – Loughborough University School of Business and Economics

The School of Business and Economics at Loughborough University is an established and ever-evolving international player in research and teaching across business, management, finance, information management and economics. My current role is to develop the research in the School of Business and Economics. (*Acting ADR from Sept 2015 to May 2016*)

Key areas of development I'm working on:

- Building a world-leading PhD programme
- Increasing the research capacity through improving research income
- Improving the quality of research outputs
- Building the global [Decision Sciences Network](#)
- Enhancing the research environment - aiding colleagues to fall back in love with research again!

Mar 13 – Aug 17

Director of the Centre for Information Management, School of Business and Economics

I was the inaugural director of the Centre and my role was to put CIM on the world stage. This firstly involved embedding Information Science into our new home of the School of Business and Economics. With the emergence of big data, social media, cloud and mobile-based services presents massive challenges and opportunities for government, organisations and society. The effective management of these information and knowledge assets enables people to succeed. The main objective I set for the Centre was for it to undertake internationally recognised research for the benefit of the individual, organisations, government and society. Year on year we improved upon this through increased income and higher profile research outputs.

In particular, the aims set for CIM were:

- Evidence the significance and value of information
- Challenge thinking and practice around information management
- Improve performance through analysis, interpretation and judgment of information

To achieve these goals, CIM draws upon an outstanding network of researchers who have been successful in running major research projects funded by a variety of national and international agencies, including the AHRB, EPSRC ESRC, JISC, the European Union and the NHS. CIM is also working with many industrial partners including IBM, Jaguar Land Rover, Leicester County Council, Leicestershire Police, Microsoft, Rolls Royce and SAP.

Apr 13- date

Professor of Information and Knowledge Management

Link to my inaugural lecture 'The Connected Jungle and the Digital Tree' -

https://www.youtube.com/watch?v=iZ9Q_klfGZU

Aug 09 – Dec 14

Director of Research for the Department of Information Science / REF 2014 Champion

The role involved leading the Information Science Department to a much improved research environment where colleagues felt engaged with research (through re-organising the research groups to make them more cohesive); Improve the capacity to secure research funding; support the development of the PhD programme; and improve the quality of research outputs.

My role was to also manage the REF2014 submission which saw significant improvements in all areas of assessment compared to RAE 2008 result – the REF2014 result was as follows:

Overall GPA 3.04

Outputs - 4* - 23.5%; 3* - 39.7%; 2* - 19%; 1* - 6%

Environment – 4* - 50%; 3* - 40%; 2* - 10%

Impact - 4* - 60%; 3* - 40%

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Feb 06 – Apr 13 **Senior Lecturer – Information Science**

Feb 06 to Oct 16 **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 Dec 2013), Marketing Coordinator (2007 to 2009), Director MSc IKM (2006 to 2008), Director MSc IMBT (2009 to 2011), 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)

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 to date - 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 Jan 2018) 174 outputs: 1 Authored Book, 122 Refereed Conference Papers, 40 Refereed Journals, 3 Edited Works, 7 Other Publications,

- Jackson, T.W. and Lockwood, S., (2018), “The Changing Face of Business Analytics”, Macmillan Publishers. 2018 (In-Press)
- D. Gerrard, M. Sykora, T. Jackson., Social media analytics in museums: extracting expressions of inspiration Mus. Manag. Curatorsh., 32 (2017), pp. 232-250, 10.1080/09647775.2017.1302815
- Parboteeah, P., Jackson, T. and Wilkinson, N., (2016), A Theoretically Grounded Model to Reduce the Risk of Knowledge Loss in Organisations: An Energy Company Evaluation. *Knowledge and Process Management*, 23(3), pp.171-183.
- Jackson, T.W. and Farzaneh, P., (2012), “Theory-based Model of Factors affecting Information Overload”, *International Journal of Information Management*
- Thomas W. Jackson and Sharman Lichtenstein, (2011), “Optimising e-mail communication: the impact of seminar- and computer-based training”, *International Journal of Internet and Enterprise Management*, Vol. 7, No.2 pp. 197 - 216, DOI: 10.1504/IJEM.2011.039915
- Jackson, T., Dawson, R. and Wilson, D., (2001), The cost of email interruption. *Journal of Systems and Information Technology*, 5(1), pp.81-92.

SELECTED ESTEEM FACTORS

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Editor

- Editor of the Journal of Knowledge Management Research and Practice (KMRP) June 2018 to date

Associate Editor

- Associate Editor for Information Resources Management Journal (IRMJ) 2005 to 2016
- 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 International Review on Computers and Software (IRECOS) 2016 to date
- 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

- 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

- 2018 – Keynote EMFD Madrid – “EMOTIVE and NSS & On-line Learning”
- 2018 – BBC - Toxi-Motive interview with Frank Gardner – Radio 4
- 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”

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- 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
- 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?"

PhD COMPLETIONS

Anthony Burgess (2006)

- Effective means of improving email communication

Tom Parsons (2007)

- Enhancing Pharmaceutical Innovation Through the Use of Knowledge Management

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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

Abdullah Alkraihi (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

David Gerrard (April 2016)

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

CURRENT PhD STUDENTS

Adam Steventon (started Oct 2009)

- Outcomes, Impacts and Measurements of Information and Knowledge Management

Stefanie Hills (started October 2014)

- Exploring Terse Text Persuasion for Open-Source Intelligence Monitoring

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

Tony Dawson (started January 2016)

- Mental workload and performance in high-risk decision-making: a psycho-physiological study of the effects of human-computer interfaces in policing

Sharon Simatwo

- UKCRIC – Modelling the Intelligent Network (Dec 2016)

Catherine Baker

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- Gender, Sex and Society (Oct 2018)

CURRENT RAs

Dr Suzanne Elayan

- Ontology Development – AI2M, RESILIENCE

Dr Eleni Tsalapati

- EPSRC AI2M- Adaptive Informatics for Intelligent Manufacturing

Dr Ejovwoke Onojeharho

- Toxi-Triage

PREVIOUS RAs

Dr William Johnson

- EPSRC - Robust Lifecycle Design and Health Monitoring for Fuel-Cell Extended Performance (RESILIENCE) (Jan 2017 to Dec 2017)

Dr Claudio Guarnera

- BMW Project

Dr Asia Ramzan (May 2013 – June 2015)

- EPSRC AI2M- Adaptive Informatics for Intelligent Manufacturing

Dr Sameera Abar

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

Dr Martin Sykora (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)

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- 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

Conducted 16 UK PhD viva voce and 1 International PhD viva voce (Australia).

SUCCESSFUL GRANTS – TRACK RECORD (2002 on)

Name	Value (£)	Awarding Body	Start Year	Investigator
Configuration Management of Global Information Systems	45000	Rolls-Royce	2002	CI
Knowledge Management of Global Information Systems	45000	Rolls-Royce	2002	PI
Development of an Electronic Information Distribution System	69000	Danwood Group	2002	PI
The Cost Effectiveness and Efficiency of Information Systems	38000	EPSRC	2003	PI
The Analysis and Development of Vehicle Testing Software using Data Mining Techniques	169000	TSB – Teaching Company Scheme	2003	PI
Travel Grant to attend IRMA conference in Philadelphia	1000	Royal Society	2003	PI
Researcher into AI Web Searching	11000	CHEVENING TECHNOLOGY	2003	PI
Capture & Manage E- Knowledge	11000	CHEVENING TECHNOLOGY	2004	PI
Electronic Message Classification and Notification App	11000	CHEVENING TECHNOLOGY	2004	PI
Integrated Knowledge Workspace	11000	CHEVENING TECHNOLOGY	2004	PI
"Real-time" email training application	11000	CHEVENING TECHNOLOGY	2004	PI

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Email Knowledge Extraction	15000	Eureka Software Moments, USA	2005	PI
Managing Manufacturing Information	99000	TSB KTP – JCK Leicester	2005	PI
The Cost Effectiveness of an Email Optimising Training Programme	5000	Professional Development, L'boro	2005	PI
The Cost Effectiveness and Efficiency of Info. Systems	43000	AstraZeneca	2006	PI
Information Management and Business Technology	70000	MTP	2008	PI
Transport: Automatic train timetabling – developed an automatic train timetabling system	167000	TSB KTP and EPSRC – RWA RAIL, L'boro	2008	CI
Email Communication Analysis	2000	Citi	2008	PI
ERP System Implementation in UK Joinery SMEs	97000	JCK and EPSRC (EngD)	2009	PI
Evaluation of IM Impact at LCC	27000	Leicestershire County Council	2009	PI
Development of an internal Communications System for the Congregation of the Sisters of Nazareth Charitable Trust	31000	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	117000	TSB KTP – Leicestershire County Council	2010	CI
Optimising efficiencies in the information environment of the Leicestershire Constabulary through the use of handheld mobile technologies'	35000	HEIF4	2010	PI
Optimising efficiency in the information environment of the Leicestershire Constabulary	8500	Leicestershire Constabulary	2011	PI
NPIA - user engagement and qualitative evaluation of benefits obtained	26000	National Police Improvement Agency	2010	CI
The National Archives – Email Classification and Categorisation	25500	The National Archives	2011	PI

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Developing and implementing and information and knowledge strategy including systems	60000	Amateur Swimming Association	2011	PI
Demand Profiling and Prediction for UK Swimming	17200	ESPRC (LU Funding)	2011	PI
EMOTIVE - Extracting the Meaning Of Terse Information in a geo-Visualisation of Emotion	88500	ESPRC	2012	PI
Graphical Modelling of Predicting Demand and Participation of Swimmers	44836	Knowledge Transfer Award	2012	PI
Developing the information management capabilities to handle data, information and knowledge efficiently, effectively and securely among government agencies	56419	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
EPSRC - <u>Robust Lifecycle Design and Health Monitoring for Fuel-Cell Extended Performance (RESILIENCE).</u>	1,000000	EPSRC	2013	CI
EPSRC – ReDites	380000	EPSRC	2013	CI
EPSRC - Doctoral Training Centre – Embedded Intelligence (in collaboration with Design School, Wolfson, AAE, Electrical)	13,000000	EPSRC	2013	School CI
Toxi-Triage – EU H2020 (€ 2m)	10,833000 <i>(£375k to CIM)</i>	EU H2020	2015	CI
CESA - State of the art review of impact of sarcasm, irony and humour on sentiment analysis.	20,904	DHCSTC / DSTL	2016	CI
H2020 NESTORE: Euro 4.9m Novel Empowering Solutions and Technologies for Older people to Retain Everyday life activities	4,083000 <i>(£150k to CIM)</i>	EU H2020	2017	CI
STRESSCAPES - expression of acute stress on social-media streams in urban environments (smart cities) - official project name is "Integrating social media, geospatial information, and sentiment analysis for the analysis of emotional stress in urban environments".	110,408 <i>(£23k to CIM)</i>	SSHRC (Canada)	2014-18	CI

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Total Grants	£16,852086			
Total Including Doctoral Training Centre	£29,852086			

JOURNAL PIPELINE

- I always ask my mother first - Journal of the Association for Information Science and Technology
- Social Media Analytics for the Exploration of Mental Health Issues: Evidence from Twitter – JAIS
- Tweeting Your Mental Health: an Exploration of Different Classifiers and Features with Emotional Signals in Identifying Mental Health Conditions - Journal of Medical Internet Research
- Challenges of Implementing Knowledge Management Tools in the Third Sector - Journal of Knowledge Management
- Theory of Information Overload and Mental Health - Information Systems Research or Journal of Management Information Systems
- The Rise of Social Media, Terse Text and Persuasion – Communication Theory

UNDER REVIEW

- Classifying computer-mediated communication (CMC) interruptions at work using control as a key delineator – Journal of - Behavior and Information Technology
- “We don’t need consent”: The Ethics of Social Media Analytics - The Journal of the Association for Information Science and Technology (JASIST)
- Ontology-Based-Data-Access for Diagnostic and Prognostic Processes for PEM Fuel Cell Systems - Expert Systems with Applications

PUBLICATIONS

Jackson, T. W., & Lockwood, S. (2018). Business Analytics: A Contemporary Approach. (BOOK)

James Lappin, Tom Jackson, Graham Matthews, Ejoywoke Onojeharho, (2018) "The defensible deletion of government email", Records Management Journal, <https://doi.org/10.1108/RMJ-09-2018-0036>

Suzanie Adina Mat Saat, Mark Hepworth, Tom Jackson, (2018) ""She looked like an Alien": Experience and definitions children attach to a parental cancer diagnosis", Aslib Journal of Information Management, Vol. 70 Issue: 1, pp.78-103, <https://doi.org/10.1108/AJIM-06-2017-0142>

TALEBPOUR, M., SYKORA, M.D. and JACKSON, T., 2018. Ontology selection for reuse: Will it ever get easier? IN: Proceedings of the 10th International Joint Conference on Knowledge Discovery, Knowledge Engineering and Knowledge Management (KEOD 2018), Seville, Spain, 10-20th Sept. Setubal, Portugal: Scitepress, Vol 2, pp. 108-116.

Xuetong Chen, Martin Sykora, Thomas Jackson, Suzanne Elayan, and Fehmidah Munir. 2018. Tweeting Your Mental Health: an Exploration of Different Classifiers and Features with Emotional Signals in Identifying Mental Health Conditions. In Proceedings of the 51st Hawaii International Conference on System Sciences.

Tsalapati, E., Jackson, T., Johnson, W., Jackson, L., Vasilyev, A., West, A., ... & Davies, B. (2018). The role of semantic technologies in diagnostic and decision support for service systems.

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- Xuetong Chen, Martin D. Sykora, Thomas W. Jackson, and Suzanne Elayan. (2018). What about Mood Swings: Identifying Depression on Twitter with Temporal Measures of Emotions. In Companion Proceedings of the The Web Conference 2018 (WWW '18). International World Wide Web Conferences Steering Committee, Republic and Canton of Geneva, Switzerland, 1653-1660. DOI: <https://doi.org/10.1145/3184558.3191624>
- ELAYAN, S., SYKORA, M.D. and JACKSON, T., 2018. "His tweets speak for themselves": An analysis of Donald Trump's Twitter behaviour. Presented at the Fourth International Journal of Press/Politics (IJPP) conference, Oxford, UK, 11-12 October 2018. Tsalapati, E. L. E. N. I., Jackson, T. W., Johnson, C. H. A. R. L. E. S., Jackson, L. M., West, A. N. D. R. E. W., Vasilyev, A., . . . Davies, B. (2018). The Role of Semantic Technologies in Diagnostic and Decision Support for Service Systems. In Hawaii International Conference on System Sciences. Hawaii.
- Mao, L., Jackson, L., & Jackson, T. (2017). Investigation of polymer electrolyte membrane fuel cell internal behaviour during long term operation and its use in prognostics. *Journal of Power Sources*, 362(September), 39-49. doi:10.1016/j.jpowsour.2017.07.018
- Simatwo, S., Ragsdell, G., & Jackson, T. W. (2017, September 7). Moving KM to the Next Generation: The Contribution of Critical Systems Thinking. In 18th European Conference on Knowledge Management (ECKM 2017). Barcelona, Spain.
- Mao, L., Jackson, L., & Jackson, T. (2017). Investigation of polymer electrolyte membrane fuel cell internal behaviour during long term operation and its use in prognostics. *Journal of Power Sources*, 362, 39-49.
- Gerrard, D., Sykora, M., & Jackson, T. (2017). Social media analytics in museums: extracting expressions of inspiration. *Museum Management and Curatorship*, 32(3), 1-19. doi:10.1080/09647775.2017.1302815
- Owa, K. O., Jackson, L., & Jackson, T. (2017). An Intelligent Novel Tripartite - (PSO-GA-SA) Optimization Strategy. *International Journal of Metaheuristics*, 6(3). doi:10.1504/IJMHEUR.2017.085125
- Alkrajji, A. I., Jackson, T., & Murray, I. (2016). Factors impacting the adoption decision of health data standards in tertiary healthcare organisations in Saudi Arabia. *Journal of Enterprise Information Management*, 29(5), 650-676. doi:10.1108/JEIM-11-2014-0111
- Parboteeah, P., Jackson, T., & Wilkinson, N. (2016). A Theoretically Grounded Model to Reduce the Risk of Knowledge Loss in Organisations: An Energy Company Evaluation. *Knowledge and Process Management*, 23(3), 171-183. doi:10.1002/kpm.1502
- Sykora, M., Gruebner, O., Lowe, S., Shankardass, K., Trinquart, L., Jackson, T. W., . . . Galea, S. (2016). Mental Health Surveillance after the Terrorist Attacks in Paris. *Lancet*, 387.
- owa, K., Jackson, L., & Jackson, T. (2016). Swarm Computational Intelligence Design for a High Integrity Protection System. In IAENG International Conference on Artificial Intelligence and Applications. Hong Kong.
- Hills, S., Jackson, T., & Sykora, M. (2016). Persuasion in the microblog: Understanding and identifying persuasive intent in terse text. In *Why Cyber Security is a Socio-Technical Challenge: New Concepts and Practical Measures to Enhance Detection* (pp. 105-118).
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