

# Robert J. Sandusky

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# Curriculum Vitae

## Employment

2005-present: Assistant Professor, School of Information Sciences, University of Tennessee, Knoxville, TN.

## Education

**Ph.D.**, Library and Information Science, University of Illinois at Urbana-Champaign, 2005

Dissertation: Information, Activity, and Social Order in Distributed Work: The Case of Distributed Software Problem Management

Advisor: Les Gasser

**M.S.**, Computer Science, Northern Illinois University, 1983

**B.A.**, English, Northern Illinois University, 1979

## Refereed Journal Papers

Sandusky, R.J. & Tenopir, C. (forthcoming). Finding and using journal article components: Impacts of disaggregation on teaching and research practice. *Journal of the American Society for Information Science and Technology*.

Sandusky, R.J. (2003). Infrastructure management as cooperative work: Implications for systems design, Computer Supported Cooperative Work (CSCW) *The Journal of Collaborative Computing*, 12(1), 97-122.

Bishop, A.P., Neumann, L.J., Star, S.L., Merkel, C., Ignacio, E. & Sandusky, R.J. (2000). Digital libraries: Situating use in changing information infrastructure. *Journal of the American Society for Information Science*, 51(4), 394-413.

Freed, M., Hendricks, A., Sandusky, R.J., & Wang, J. (1995). A higher level information tool for network administrators, *Katharine Sharp Review*, No. 1, Summer 1995.

## Refereed Conference Papers

Mehra, B. & Sandusky, R.J. (2008). Applications of community-based action research in elective courses: Partnering library and information science students with underserved populations to meet their information technology needs. Presented at the 2008 ALISE Annual Conference, Philadelphia, PA January 8-12, 2008.

Sandusky, R.J., Tenopir, C. & Casado, M.M. (2007). Use of figures and tables from scholarly journal articles in teaching and research. ASIST Annual Meeting, Milwaukee, Wisconsin, October 18 - 25, 2007. Available at <http://dlist.sir.arizona.edu/1900/>.

Sandusky, R.J., Tenopir, C. & Casado, M.M. (2007). Figure and table retrieval from scholarly journal articles: User needs for teaching and research. ASIST Annual Meeting, Milwaukee, Wisconsin, October 18 - 25, 2007. Available at <http://dlist.sir.arizona.edu/1901/>.

Sandusky, R.J., & Gasser, L. (2005). Negotiation and the coordination of information and activity in distributed software problem management. GROUP '05: ACM 2005 International Conference on Supporting

Group Work. Sanibel Island, Florida, November 6 - 9, 2005, 187-196. Conference paper acceptance rate: 27%. Available at: <http://portal.acm.org/citation.cfm?doid=1099203.1099238>.

Sandusky, R.J. (2005). Software problem management as information management in a F/OSS development community. OSS 2005: The First International Conference on Open Source Systems. Genova, Italy, July 11 - 15, 2005. Available at: <http://oss2005.case.unibz.it/Papers/49.pdf>.

Sandusky, R.J., Powell, K. & Feng, A. (1998). Design for collaboration in networked information retrieval. In B. M. Wildemuth, K. Liberman, and D. H. Sonnenwald (Eds.), *Collaboration Across Boundaries: Theories, Strategies and Technology*, Proceedings of the 1998 ASIS Mid-year Meeting, Orlando, FL, May 16-20, 1998. Medford, NJ: Information Today. Available: <http://www.asis.org/Conferences/MY98/Sandusky.htm>; accessed November 7, 2001.

Sandusky, R.J. (1997). Infrastructure management as cooperative work: Implications for systems design. In S. C. Hayne and W. Prinz (Eds.), *Proceedings of the International ACM SIGGROUP Conference on Supporting Group Work: The Integration Challenge*, November 16-19, 1997, Phoenix, Arizona, USA, pp. 91-100. Available at: <http://portal.acm.org/citation.cfm?doid=266838.266871>.

## Book Chapters

Mehra, B. & Sandusky, R.J. (forthcoming). Applications of community-based action research in elective courses: Partnering library and information science students with underserved populations to meet their information technology needs. In Roy. L., ed., *The Service Connection*. Chicago: American Library Association.

## Other Conference Papers and Presentations

Sandusky, R.J. (2007). Herbaria collections in the southeastern United States: Characteristics of emerging cyberinfrastructure. Presented at the Symposium on the Status of the Herbarium: Cyberinfrastructure in the Southeast, Association of Southeastern Biologists Annual Meeting, Columbia, SC, April 18-21, 2007. (Invited).

Sandusky, R.J. (2007). Organizer and moderator for *Undergraduate programs in LIS schools: Reflections, Challenges & Opportunities*. Panel at the 2007 ALISE Annual Conference, Seattle, WA, January 15-18, 2007. Panelists: Bonzi, S. (Syracuse University); Kendall, L. (University of Illinois at Urbana-Champaign); Carbo, T. (University of Pittsburgh); Leckie, G.J. (University of Western Ontario); Marty, Paul F. (Florida State University).

Sandusky, R.J. (2006). Knowledge creation and sharing in software problem management: Sensemaking in a distributed community. Panel presentation: Knowledge Sharing in Online Communities of Practice: Digital Trends. ASIST Annual Meeting, Austin, Texas, November 3 - 8, 2006 (Refereed).

Sandusky, R.J. (2005). Distributed information practices: Collective information behavior in a global workplace. Poster at the ALISE Annual Conference, Boston, MA, January 11-14, 2004.

Gasser, L., Ripoché, G., Sandusky, R., Sansonnet, J., & Turner, W. (2004). Distributed representations and collective agreement. Society for Social Studies of Science and The European Association for the Study of Science and Technology Meeting, Paris, August 25-28, 2004 (Refereed).

Sandusky, R.J. (2004). Information management in software development organizations: Negotiating design. Poster at the ALISE Annual Conference, San Diego, CA, January 6-9, 2004.

Sandusky, R.J. (1997). Retrieving the user: Surveillance in digital libraries, presented at the 1997 ASIS Mid-year Meeting, Scottsdale, AZ, May 16-20, 1998.

Sandusky, R.J., & Battenfield, B. (1996). Digital library management issues, presented at Allerton 1996: Libraries, People, and Change: A Research Forum on Digital Libraries, the 38th Allerton Institute 1996, October 27-29, 1996, Allerton Park and Conference Center, Monticello, Illinois.

Sandusky, R.J. (1996). Outcome measures for the emerging virtual library, presented as part of a panel at the LITA/LAMA National Conference, held October 13-16, 1996 in Pittsburgh, PA.

Bishop, A.P., Star, S.L., Neumann, L., Ignacio, E., Sandusky, R.J. & Schatz, B.R. (1996). Building a university digital library: The need for a user-centered approach. In Higher Education and the NII: From Vision to Reality. Proceedings of the Monterey Conference, Sept. 26-29, 1995. Washington, DC: Educom.

## Workshops

Sandusky, R.J. & Crowe, J. (2007). A Web 2.0 enabled content management system for rural youth photographers: Social computing supporting community empowerment. Poster presented at 3rd Annual Social Informatics Research Symposium: The social web, social computing and the social analysis of Computing. ASIST Annual Meeting, Milwaukee, Wisconsin, October 19, 2007.

Sandusky, R.J. (2006). Shared, persistent user search paths: Social navigation as social classification. Poster presented at 17th Annual SIG/CR Classification Research Workshop: Social Classification: Panacea or Pandora? ASIST Annual Meeting, Austin, Texas, November 4, 2006 (Refereed).

Sandusky, R.J. (2005). Forming and sustaining online communities: The role of distributed collective information practices. Sustaining community: The role and design of incentive mechanisms in online systems. Workshop of GROUP '05: ACM 2005 International Conference on Supporting Group Work. (Sanibel Island, FL, US, November 6, 2005) (Refereed). Available at: <http://jellis.net/research/group2005/papers/sanduskyWorkshop.pdf>.

Sandusky, R.J., Gasser, L. & Ripoche, G. (2004). Information practices as an object of DCP research. Distributed Collective Practice: Building New Directions for Infrastructural Studies. Workshop of the ACM CSCW 2004 Conference. (Chicago, IL, US, November 6, 2004) (Refereed).

Sandusky, R.J., Gasser, L. & Ripoche, G. (2004). Bug report networks: Varieties, strategies, and impacts in a F/OSS development community. MSR 2004: International Workshop on Mining Software Repositories, ICSE 2004, IEEE International Conference on Software Engineering, Edinburgh, Scotland, UK, May 25, 2004 (Refereed).

Gasser, L., Ripoche, G. & Sandusky, R.J. (2004). Research infrastructure for empirical science of F/OSS. MSR 2004: International Workshop on Mining Software Repositories, ICSE 2004, IEEE International Conference on Software Engineering, Edinburgh, Scotland, UK, May 25, 2004 (Refereed).

Invited participant, UIUC - NSF Workshop on Continuous (Re)Design of Open Source Software, University of Illinois at Urbana-Champaign, October 8-9, 2003.

Sandusky, R.J. (2002). Digital library attribute taxonomy: Understanding usability research and results, presented at Workshop Usability for Digital Libraries, Joint Conference on Digital Libraries 2002, Portland, Oregon, July 14-18, 2002 (Refereed).

Sandusky, R.J. (2002). Digital library attributes: Framing research and results, Fourth DELOS Workshop on Evaluation of Digital Libraries: Testbeds, Measurements, and Metrics, Budapest, Hungary, June 6-7, 2002 (Refereed).

Twidale, M., Nichols, D., O'Brien, J. & Sandusky, R.J. Collaboration in the digital library, Workshop at ACM Digital Libraries '97, Philadelphia, PA, July 23-26, 1997.

## Software Systems

*Growing Tennessee: Rural Youth Cultivate Common Ground.* Participatory content management system. (2007-present). Available at <http://glaucon.sunsite.utk.edu/drupalsites/growingtn/>.

*Virtual Lab Sessions for Undergraduate Education: Engaging Digital Natives in Media Literacy.* A series of online learning modules for the University of Tennessee's College of Communication and Information undergraduate students. (2006-present). Available at <http://slate.it.utk.edu:8080/twtdev/>.

## Reports

Tenopir, C., Sandusky, R.J. & Casado, M.M. (2006). *The Value of CSA Deep Indexing for Researchers.* Available at: <http://info.csa.com/csailustrata/whitepaper/reg.shtml>. (*Executive Summary* available at: <http://info.csa.com/csailustrata/whitepaper/execsummary.pdf>.) Accessed: 11 December 2006.

## Other Presentations

Crowe, J., Sandusky, R.J., & Roberts, M.A. (2007). Growing Tennessee: Rural youth cultivate common ground. Presented at Why Are We Here? Justice, Power, Privilege, and the Social Work Profession, School of Social Work, August 21, 2007, University of Tennessee, Knoxville.

Sandusky, R.J. (2007). Lifelong learning: Lessons for new information professionals. Presented at i.c.stars, May 29, 2007, Chicago, IL.

Sandusky, R.J. (2006). Finding and using journal article components: Impacts of disaggregation and reaggregation on scientific practice. Presented at the College of Communication and Information Fall 2005 Research Forum.

Sandusky, R.J. (2005). Solving problems and managing information: Social informatics in distributed information systems research. Presented at the School of Information Sciences Fall 2005 Research Forum.

## Book Reviews

Sandusky, R.J. (2002). Book Review of "Accessing and Browsing Information and Communication," by Ronald E. Rice, Maureen McCreadie, and Shan-Ju L. Chang. Cambridge, MA: The MIT Press, 2001. *Journal of the American Society for Information Science and Technology*, 53(13), 1185-1187

Sandusky, R.J. (1998). Book Review of "Practical Digital Libraries: Books, Bytes & Bucks," by Michael Lesk, Morgan Kaufmann, San Francisco, CA, 1997. *Journal of the American Society for Information Science*, 49(11), 1038-1039.

Sandusky, R.J. (1997). Book Review of "Bringing Design to Software," edited by Terry Winograd, Addison-Wesley, New York, 1996. *Journal of the American Society for Information Science*, 48(12), 1149-1150.

Sandusky, R.J. (1997). Book Review of "Information Systems Development and Data Modeling: Conceptual and Philosophical Foundations," by Rudy Hirschheim, H. K. Klein, and K. Lyytinen, Cambridge University Press, Cambridge, 1995. *The Information Society: An International Journal*, 13(2), April-June 1997.

## Research Experience

University of Tennessee, Knoxville

The Value of CSA Deep Indexing for Researchers

This project studied the utility and usefulness for academic and other researchers of CSA's newly developed feature ("deep indexing") that allows indexing of figures and tables in journal articles in CSA databases. A white paper reported the results and analyzed the implications for researchers. Results will also be disseminated at selected professional conferences and in journal articles by the team over the academic year 2006/2007.

Contract: CSA; Carol Tenopir and Robert J. Sandusky, co-Principal Investigators.

#### Science Links Project

This project provides qualified students with full scholarships to earn a master's degree through the UT School of Information Sciences. Special emphasis is placed on recruiting candidates from traditionally black colleges and universities. Students take courses specifically designed to train librarians to assist in scientific and technological research. Students also gain practical job experience by working at the UT Libraries, Oak Ridge National Laboratory (ORNL), the Department of Energy's Office of Scientific and Technical Information (OSTI), and Information International Associates (IIa). This grant is part of IMLS' Librarians for the 21st Century initiative, created to help recruit and educate the next generation of librarians.

Grant: Institute for Museum and Library Services (IMLS), Grant No. 0205346; Bill Robinson (SIS) and Jill Keally (University Libraries), co-Principal Investigators.

#### University of Illinois at Urbana-Champaign

#### Research Associate, Information Systems Research Laboratory, 2002-2005.

This project's goal is the development of a new, integrative theory of situated information practices and knowledge management in large, distributed organizations. Significant findings include the role of dynamic bug report networks in the co-constitution of information, social order, and activity and the role of negotiation in shaping activity, information, and social order. The study is based upon the examination of software problems and related phenomena in particular socio-technical contexts. My work examines how free/ open source software (F/OSS) development communities manage software problems by identifying and analyzing the phenomena found in F/OSS bug report repositories. Bug report repositories are fundamental and complex systems that support the continuous distributed F/OSS development process. These repositories share important features with digital libraries in their structure, complexity and relationships to work practices. Bug reports are the tangible representations of problematic system behavior discovered by the F/OSS community during testing, normal system use and the continuous (re)design process. The phenomena found in the content of bug reports from one F/OSS repository include work activities, processes, contexts, and social order. The analysis takes a qualitative, social informatics approach, placing the social aspects of knowledge structures and processes, as well as the uses and impacts of the bug report repository, in the foreground. I examine the mutually constitutive effects between these phenomena and process, context, and social order. Results from the qualitative analysis are also being applied to the design of computational tools for software problem management research and practice.

Grant: National Science Foundation ITR (Digital Society and Technologies) Program, Grant No. 0205346; Leslie G. Gasser, Principal Investigator.

#### Research Assistant, CANIS Laboratory, 1997-2000.

Designed and built portions of a path recording, path indexing, and path matching system for an advanced information retrieval system called the Interspace. The Interspace is a prototype environment for semantic indexing of multimedia information in a test bed of real collections, using statistical clustering of concepts and categories. The design allows users to navigate and search using the statistically generated clusters instead of term-based searches and manually constructed taxonomies. My research goal was to examine the effectiveness of making persistent representations of the activities of users (path data) available to later users and determine the effects on information retrieval effectiveness in a semantic, concept-based information retrieval system when users do and do not have access to path data.

Grant: DARPA Information Management Program, contract N66001-97-C-8535; Bruce R. Schatz, Principal Investigator.

#### Research Assistant, Digital Library Initiative, 1995-1998.

Member of the Social Science team comprised of two faculty members and four graduate assistants. Team goals included documenting and analyzing extent and nature of system use and non-use; contributing to theoretical understanding of the changing information infrastructure and how it is transforming engineering and library work, communication, and learning practices; developing new methods for conducting user-based digital library research; and contributing to understanding of how large-scale information system design work is conceived and carried out. The team designed an integrated research program that combined broad study of use with deep study of social phenomena. Contributed to all aspects of the team's research agenda. Particular foci included designing, building and maintaining registration and authentication system for the U of I Digital Library test bed; directing computerized data collection efforts; analyzing collected data; conducting interface and system usability tests, in situ observations and interviews. Contributed to team's internal and external publications.

Grant: NSF/NASA/DARPA Digital Libraries Initiative under cooperative agreement NSF IRI 94-11318COOP; Bruce R. Schatz, William Mischo and Ann P. Bishop, Principal Investigators.

## Teaching Experience

School of Information Sciences, University of Tennessee, Knoxville

Fall 2007

IS 301, Introduction to Web Technologies  
IS 585, Information Technologies

Spring 2007

IS 585, Information Technologies

Fall 2006

IS 460, Introduction to Electronic Communication and Information Resources on the Internet  
IS 585, Information Technologies  
IS 590, Problems in Information Sciences: Technologies for Documents and Collections

Spring 2006

IS 556, Knowledge Management for Information Professionals

Fall 2005

IS 585, Information Technologies  
IS 567, Information Network Applications

Graduate School of Library and Information Science, University of Illinois at Urbana-Champaign

Spring 1998; Fall 1997. LIS 353, Using Networked Information Systems.

Instructor for MS students with a focus on Digital Libraries. Course largely reworked from previous incarnations to focus on current and future trends in networked information systems. Student Evaluation Scores: 4.3/5.0 "Instructor's overall teaching effectiveness;" 4.3/5.0 "Overall quality of this course."

Spring 1995. LIS 371, Project in the Design and Analysis of Information Systems.

Teaching Assistant; advisor for several student group research projects. Geoffrey C. Bowker and Gregory B. Newby, instructors.

Fall 1994. LIS 370, Information Systems and Analysis.

Teaching Assistant; led two discussion sessions; created majoring of laboratory exercises; advisor for several student group research projects. Geoffrey C. Bowker and Gregory B. Newby, instructors.

North Central College, Naperville, Illinois

Adjunct Professor, Department of Computer Science, 1988-1989.

Instructor for introductory programming course using PASCAL at a private liberal arts college.

Northern Illinois University, DeKalb, Illinois

Teaching Assistant, Department of Computer Science, 1982-1983.

Teaching Assistant for Systems Analysis and Design; Telecommunications Systems courses. Kathi Davis and Geoffrey Margrave, instructors.

## **Professional Systems Development Experience**

Senior Project Manager / Information Architect / Senior Web Developer, ComPsych Corp., Chicago, IL, 2000-2005.

Initiated and managed projects with teams of business stakeholders, visual designers, interaction and usability designers, content specialists and software developers. Introduced and advocated applying user-centered techniques to system design. Adapted industry software development practices (including Rational Unified Process (RUP) and Unified Modeling Language (UML)) for use in a small, fast-paced development organization, including change control, requirements capture and management, quality assurance and problem management processes. Created metadata definitions and content architecture and led the effort to achieve internal consensus. Performed taxonomy planning and guided content specialists in its development and maintenance. Defined content management system requirements and performed significant portions of content management system development. Developed Web-based systems using BEA WebLogic, ATG Dynamo, ColdFusion and JRun application and personalization servers. Database systems include Oracle 8i/9i, SQLServer 7.0/2000. Web servers include IIS and Apache. Verity and Intermedia (Oracle) search engines. Operating systems include Solaris, NT, Windows 2000/XP. Programming languages used include Java; JSP; ColdFusion (4.5/5.0); JavaScript; XSL/XSLT. Content managed includes text, audio, video represented in HTML, XHTML, XML, PDF and other formats. The key system delivered was a dynamic digital library combining multi-media content and integrated access to multiple information and referral resources. Participated in the design and development of this digital library from its inception as a small-scale demonstration system to a larger, more robust system using n-tier components, personalization engine, Java, and XML.

Programmer, National Center for Supercomputing Applications (NCSA), University of Illinois at Urbana-Champaign, 1998-2000.

Developed WWW interfaces for access to NSF Supercomputing Usage Database and for direct researcher control of supercomputing resources. Used PERL, CGI, DBI/DBD, URI, and SQL (Oracle and Sybase) in this project.

Systems Officer, Fednet National Network Management Control Center, The Federal Reserve Bank of Chicago. 1983-1994.

Managed the Network Operations (19 staff operating 24 hours per day, 7 days per week, 365 days per year) and Network Engineering staff of 6 for the Federal Reserve's nationwide data communications network, Fednet. Network comprised of approximately one hundred and ninety T3, T1, fractional T1, and VSAT circuits; time division multiplexer nodes installed at approximately 50 sites; approximately 32 IBM 3745 front end processors; three large national VTAM/NetView complexes; packet switching nodes at approximately 20 locations; 1200 dial in / dial out circuits; modem management systems; matrix switch management systems; T3, T1, fractional T1, and low speed link encryption systems. Maintained network availability in excess of 99.98%. Network used for electronic transfer of funds, securities, and electronic payments and settlements. Managed many large-scale, multi-year network software upgrade projects, network hardware implementation projects, and software product development projects. Shared responsibility for multi-million dollar

annual budget. I held positions of increasing responsibility during 11-year tenure with the Federal Reserve System.

## **Library Experience**

Founders Memorial Library, Automated Records Department, Northern Illinois University. 1979-1982.  
Performed copy cataloging (OCLC) with specializations in serials and materials from Southeast Asia. Participated in implementation of the library's first OPAC.

Faraday Library of Chemistry and Physics, Northern Illinois University. 1978-1979.  
Performed serials management and circulation desk duties as a student worker in Physics and Chemistry library.

## **Fellowships, Grants, Awards**

Dean's Summer Research Fund (2007). Award: \$1,000.

Dean's Summer Research Fund (2006). Award: \$2,000.

SARIF Summer Graduate Research Assistantship Grant (2006). Award: \$3,600 graduate student stipend.

The Value of CSA Deep Indexing for Researchers (2006). Contract with CSA: \$75,000.

"Virtual Lab Sessions for Undergraduate Education: Engaging Digital Natives in Media Literacy," Submitted by R.J. Sandusky (School of Information Sciences), R. Ambler (Communication Studies), D. Bowles (Journalism & Electronic Media), S. J. McMillan (Advertising & Public Relations), D. Haygood (Advertising & Public Relations). Program sponsored by the Innovative Technology Center, University of Tennessee, 2006 Teaching with Technology Grant. Award: \$15,000

Recipient of NSF travel grant to attend Fourth DELOS Workshop on Evaluation of Digital Libraries: Testbeds, Measurements, and Metrics, Budapest, Hungary, June 6-7, 2002.

Eliza Luehm Latzer Scholarship, Graduate School of Library and Information Science, University of Illinois at Urbana-Champaign, 1995-1998.

Anita and Marie Hostetter Fellowship, Graduate School of Library and Information Science, University of Illinois at Urbana-Champaign, 1994-1995; 1998-1999.

## **Professional Activities**

Referee, Reviewer, Conference Organizer

Journals

Marketing Science

Computer Supported Cooperative Work: The Journal of Collaborative Computing

The Information Society: An International Journal

Information Systems Research

Katherine Sharp Review

Conferences, workshops, etc.

ALISE Annual Meeting 2008

ASIST Annual Meeting 2007 (Program Committee)

CHI 2007: ACM 2007 Conference on Computer / Human Interaction

GROUP 2005: ACM 2005 International Conference on Supporting Group Work

First International Conference on Open Source Systems, 2005 (Program Committee)  
Mining Software Repositories Workshop, 2004

Other

UT Internal NSF Pre-Proposal Reviewer, 2007  
NSF proposal review panelist, 2007  
Reviewer for Eugene Garfield - ALISE Doctoral Dissertation Award, 2006

## Service

Community Engagement

Member, Latino Task Force of East Tennessee, 2006-  
Member, Telamon Growing Tennessee Steering Committee, 2007-  
Centro Hispano de East Tennessee, 2007-

University of Tennessee

Faculty coordinator for the Minor in Information Studies and Technology, 2005-  
Member, Curriculum Committee, School of Information Sciences, 2006-  
Member, Undergraduate Studies Committee, College of Communication and Information, 2005-  
Member, Information Management / Information Sciences Task Force, 2005-  
Member, Graduate Minor in Computational Science Planning Group, 2005-  
Comprehensive Examination Committee, School of Information Sciences, 2006-2007; Chair, Spring 2007  
Member, Student Affairs Committee, School of Information Sciences, 2005-2006  
Member of two thesis committees, 2005-  
Member of one dissertation committee, 2006-

University of Illinois at Urbana-Champaign

Ph.D. Student Representative to the GSLIS Ad-Hoc Committee on Technology Courses, 1995-1996  
Ph.D. Student Representative to the GSLIS Faculty Committee, 1994-1995

## Affiliations

Member Association for Computing Machinery (ACM)  
Member American Society for Information Science and Technology (ASIST)  
Member Association for Library and Information Science Education (ALISE)  
Member IEEE Computer Society  
Member The Association of Internet Researchers

## Skills

Design and Execution of Qualitative and Quantitative Research Projects Using:  
Interviewing; observation; surveys/questionnaires; transaction/system log analysis; usability studies

Analysis of Qualitative and Quantitative Data:  
Grounded theory; content analysis; statistical analysis

Computational Tools for Qualitative and Quantitative Data Analysis:  
Atlas.ti; SPSS; SAS and others

Systems Analysis and Development Skills:  
Software Development Methods: Rational Unified Method (RUP); Design Patterns; Structured Analysis and Design. Content Management Systems: Drupal. Programming Languages and Systems: Java; BEA WebLogic 8.1; ColdFusion 4.5/5.0 Application Server; ATG Dynamo

Application / Personalization / Scenario Servers 5.6/6.2; Microsoft SharePoint Portal Server; JRun4  
Application Server; JavaScript; PERL/CGI; Smalltalk; HTML / XHTML / XML / XSL / XSLT; SQL  
(Oracle, Sybase, SQLServer, Access); PASCAL; Basic Assembly Language; COBOL; BASIC; C.  
Databases: Oracle; SQLServer; Sybase; Access; Versant (OODBMS); IMS, DB/2 (Hierarchical).  
Operating Systems / Protocols: Unix (Linux; Solaris; HP Unix); Windows (XP; 2000; NT; 98; etc.);  
MVS; VM. Protocols: Internet; OSI; SNA

Management:

Project Management; Software Development, Deployment and Maintenance; Systems (Hardware  
and Software) Deployment and Maintenance; Personnel Management; Budget Planning and  
Management

Foreign Language:

German

## References

References are available upon request.