

Candidate for Secretary/Treasurer

Bill Hefley
Carnegie Mellon University, Pittsburgh, PA, USA

BIOGRAPHY

Academic Background:

Ph.D., Carnegie Mellon University, 1998, Organization Science and Information Technology.

Professional Experience:

Associate Teaching Professor, Carnegie Mellon University, Pittsburgh, PA, USA, 2002 – 2009;

Principal Consultant (Vice President), Q-Labs, Copenhagen, DK, 2000 – 2002;

Executive Consultant, IBM Global Services, Pittsburgh, PA, 1999 – 2000.

Professional Interest:

Service science; IT service management; Sourcing (outsourcing/insourcing/shared services); IT governance; IT education (ITSM, software engineering, CS/MIS).

ACM Activities:

Vice Chair, SIGCAS, 2005 – 2008;

Member, Executive Committee, SIGCAS, 2005 – 2008;

Founding editor, interactions, ACM, 1991 – 1998;

Member, Conference Management Committee, SIGCHI, 1994 – 1995.

Membership and Offices in Related Organizations:

Member, IT Service Management Forum USA (itSMF USA) Academic Executive Committee, 2008 - Present;

Council Member, Service Science Section, INFORMS, 2008 – 2010.

Awards Received:

ACM: SIGCHI ACM Distinguished Service Award, 1996.

Other: Software Engineering Institute (SEI) - Achievement Award, 1996; SEI - Customer Satisfaction Award for CERT, 1993.

STATEMENT

My background spans both industry positions and academic teaching and research. Much of the last several years have focused on the development of a new graduate program focused on IT service management. I look forward to the opportunity to bring those experiences, coupled with experiences serving ACM in SIG, conference and

publications roles, together to support SIGITE. SIGITE is in an exciting time, as the need for enhanced curriculum and pedagogy, coupled with organizations' needs to control costs through enhanced IT management and deployment, drive numerous opportunities for practitioners, educators, and others in the field of Information Technology Education to interact. As we do so, we need to grow membership, both from industry and academia, support curriculum and accreditation activities, and continue external activities, such as a survey/directory of IT programs and the IT research agenda. If elected, I will serve as your Secretary/Treasurer to support and sustain these, and new, initiatives.