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University of Miami
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Full Text of the papers and Bio can be found at: www.robertplantblog.com

EXPERIENCE

Academic:

University of Miami, Coral Gables, FL, U.S.A.

Associate Professor and Chairman Fall 2016 -

Associate Professor and Vice Chair of Computer Information Systems Fall 2013 - Fall 2016

Associate Professor with Tenure 1995-

Assistant Professor 1989-1995

Visiting Assistant Professor, 1988-89

Templeton College, Oxford University, England,

Research Associate Oxford Institute for Information Management 1999-2008

Visiting Associate Oxford Institute Information Management 1997

Wuhan University, P.R. China

Visiting Professor of Information systems and eCommerce 2004-2008

Universidad Gabriela Mistral, Santiago, Chile, Visiting Professor 1999-2008

Victoria University, Auckland, New Zealand,

Visiting Fellow, Dept of Information Systems Management. 2000

The University of Wolverhampton, United Kingdom,

Visiting Professor of Computer Science 1996-1999

The Intelligent Computer Systems Research Institute

Director May 1995-

Research Director, . November 1988- April 1995

Research Fellow, . August 1988 - November 1988

EDUCATION

Institutional:

Ph.D. The University of Liverpool (England)
Computer Science, November 1987.
Title: "A Methodology for Knowledge Acquisition in the Development of Expert Systems"
<http://moya.bus.miami.edu/~rplant/papers/A%20Methodology%20For%20Knowledge%20Aquisition%20in%20The%20development%20of%20Expert%20systems.pdf>

M.Sc. University of Oxford (England)
Computation, November 1985.
Title: "An Investigation of Knowledge-based Help Facilities"
<http://moya.bus.miami.edu/~rplant/papers/An%20Investigation%20of%20Knowledge%20Based%20Help%20facilities.pdf>

B.Sc (Hons) 1st Class. The Polytechnic, Wolverhampton (England),
Computer Science, 1984.

Certification, licensure:

Fellow, The British Computer Society. 1995 (Recertified 2007)

Chartered Engineer (C.Eng), United Kingdom. 1990 (Recertified 2007)

European Engineer (Eur.Ing.), European Federation of National Engineering Associations 1992

Senior Member the American Inst. of Aeronautics and Astronautics 1992.

Phi Kappa Phi: Member 1996

Microsoft

- Certified Systems Engineer (MCSE), 2000
- Certified Professional + Internet (MCP+I), 2000

Continuing Professional Education

- Creating the Board Your Company Deserves: The Art and Science
 - Deloitte, February 1, 2012.

Post-Doctoral Fellowships:

NATO Advanced Study Institute
Validation and Verification of Complex Man-Machine Systems
Vimero, Portugal, July 5th-17th 1992

PUBLICATIONS

Harvard Business Review - Magazine

Robert Plant

A 360 Degree view of the Customer

Oct/Nov 2015

<http://robertplantblog.com/wp-content/uploads/2015/11/%E8%A1%8C%E4%B8%BA%E6%8A%80%E6%9C%AF1.pdf>

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For Create a Global Brand you need a Global App

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Harvard Business Review China Forum 2014

Robert Plant: Organizational Design for Turbulent and Transformative Times

<http://robertplantblog.com/wp-content/uploads/2014/Video+for+Robert.mp4>

Harvard Business Review Blog Posts

Robert Plant: IT Has Finally Cracked the C-Suite (July 16th, 2014)

<http://blogs.hbr.org/2014/07/it-has-finally-cracked-the-c-suite/>

Robert Plant: IT Doesn't Matter (to CEOs) (August 15, 2013)

<http://blogs.hbr.org/2013/08/it-doesnt-matter-to-ceos/>

Robert Plant: Vielen Dank für Ihren Anruf. Derzeit sind leider alle Leitungen belegt. (August 8, 2013)
<http://www.harvardbusinessmanager.de/meinungen/artikel/kundenbindung-verbessern-durch-guten-service-a-915049.html>

Robert Plant: We Appreciate Your Business. Please Stay on the Line. (July 19, 2013)
<http://blogs.hbr.org/2013/07/we-appreciate-your-business-pl/>

Robert Plant: Does Your CEO Really Get Data Security? (June 4, 2013)
<http://blogs.hbr.org/2013/06/does-your-ceo-really-get-data/>

Robert Plant: Treat everything as a case Study (January 30th 2013)
http://blogs.hbr.org/cs/2013/01/treat_everything_as_a_case_study.html

Robert Plant: Call it Antisocial Media: Even Twitter Has a Dark Side (December 7th 2012)
http://blogs.hbr.org/cs/2012/12/call_it_antisocial_media_even.html

Robert Plant: Big Data Doesn't Work if you Ignore the Small Things That Matter (October 5th 2012)
http://blogs.hbr.org/cs/2012/10/big_data_doesnt_work_if_you_ig.html

Robert Plant: Retailers Turn to "Soft Surveillance" to Fight Customer Anonymity (October 5th 2012)
http://blogs.hbr.org/cs/2012/10/big_data_doesnt_work_if_you_ig.html

Robert Plant: **Five Steps to Fixing Bad Apps (July 6th, 2012)**
http://blogs.hbr.org/cs/2012/07/five_steps_to_fixing_bad_apps.html

Robert Plant: Back Wednesday is a Wake-up Call for IT (January 17th, 2012)
http://blogs.hbr.org/cs/2012/01/black_wednesday_is_a_wake-up_c.html

Robert Plant: *Who's Been Trafficking in Your Data* (November 1st 2011)
http://blogs.hbr.org/cs/2011/11/whos_been_trafficking_in_your.html

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http://blogs.hbr.org/cs/2011/10/a_kodak_moment_to_reconsider_t.html

Robert Plant: *Top Line Growth: There is an App for That* (September 21st 2011)
http://blogs.hbr.org/cs/2011/09/top_line_growth_theres_an_app.html

Robert Plant: *Lame Customer Service Excuses and Hidden Masterminds* (August 22nd 2011)
http://blogs.hbr.org/cs/2011/08/lame_customer-service_excus.html

Robert Plant: Don't Get Stuck in the Cloud (June 21st 2011)
http://blogs.hbr.org/cs/2011/06/dont_get_stuck_in_the_cloud.html

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Robert Plant: *How Brainless Technology Cost Me \$6.34 at the Supermarket* (March 31st 2011)
http://blogs.hbr.org/cs/2011/03/how_brainless_technology_cost.html

Robert Plant: *A System for Speaking IT Truths to CEOs* (February 18, 2011)
http://blogs.hbr.org/cs/2011/02/how_i_learned_a_system_for_spe.html

Robert Plant: *Has the HAL 9000 Finally Arrived?* (February 9, 2011)
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China People's Daily

Robert Plant: *3D Printing – Industry and Product Disruptor or Enabler?* (December 31st 2014)
Chinese Version
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Robert Plant: *The World is not Flat* (May 26, 2014) - Chinese Version
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2019

Robert Plant: **How to Make Sure AI Devices Pass Ethical Muster**
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<https://blogs.wsj.com/experts/2019/06/28/how-to-make-sure-ai-devices-pass-ethical-muster/>

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Robert Plant: *Blockchain May Be Good for Security. But Not So Good for Privacy*
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<https://blogs.wsj.com/experts/2018/05/29/%E2%80%8Bblockchain-may-be-good-for-security-but-not-so-good-for-privacy/>

Robert Plant: *How AI Can Make the Workplace More Accessible*
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<https://blogs.wsj.com/experts/2018/03/15/how-ai-can-make-the-workplace-more-accessible/>

2017

Robert Plant: *Can Blockchain Fix What Ails Electronic Medical Records?*
Wall Street Journal April 27, 2017
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Robert Plant: *Here's Why the Internet of Things Could Be a Security Nightmare*

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Robert Plant: *The Competitive Power of Counterintuitive Thinking*

Wall Street Journal May 14, 2015

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Robert Plant: *The Apple Watch and the All or Nothing Product Life Cycle*

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Robert Plant: The 'Chaos Monkey Strategy' for Managing Uncertainty

Wall Street Journal February 25, 2015

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2014

Robert Plant: It's Time for Employees to Embrace Coding, Again

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Robert Plant: The Biggest Mistake Companies Make with Security Breaches

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Robert Plant: How Email Kills Workers' Productivity

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Robert Plant: Why M.B.A. Students Need to Improve Their Technology Skills

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Robert Plant: How New Robots Are Smarter Than Ever

Wall Street Journal - June 6, 2014

<http://blogs.wsj.com/experts/2014/06/06/how-new-robots-are-smarter-than-ever/>

Robert Plant: Early Signs of a U.S. Manufacturing Resurgence

Wall Street Journal - June 4, 2014

<http://blogs.wsj.com/experts/2014/06/04/early-signs-of-a-u-s-manufacturing-resurgence/>

Robert Plant: How the FCC Can Speed Up the Internet

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Robert Plant: Why Executives Must Be Data Leaders

Wall Street Journal - May 13, 2014

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Robert Plant: How Millennials Will Redefine the 'Office'

Wall Street Journal - May 12, 2014

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Robert Plant: Why the 'World Is Flat' Theory Is Wrong

Wall Street Journal - April 30, 2014

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Robert Plant: George David: My Leadership Role Model

Wall Street Journal - April 29, 2014

<http://blogs.wsj.com/experts/2014/04/29/george-david-my-leadership-role-model/>

Robert Plant: What Galileo and Jeff Bezos Have in Common

Wall Street Journal - April 28, 2014

<http://blogs.wsj.com/experts/2014/04/28/what-galileo-and-jeff-bezos-have-in-common/>

Robert Plant: Five Tech Issues CEOs Should Worry About

Wall Street Journal - March 12, 2014

<http://blogs.wsj.com/experts/2014/03/12/five-tech-issues-ceos-should-worry-about/>

Robert Plant: What Companies Should Ask Before Creating New C-Suite Titles

Wall Street Journal - March 11, 2014

» <http://blogs.wsj.com/experts/2014/03/11/what-companies-should-ask-before-creating-new-c-suite-titles/>

Robert Plant: Stop Exporting American Jobs

Wall Street Journal - November 27, 2013

<http://blogs.wsj.com/experts/2013/11/27/stop-exporting-american-jobs/>

Robert Plant: What's Wrong With Your Company's Culture?

Wall Street Journal - November 25, 2013

<http://blogs.wsj.com/experts/2013/11/25/whats-wrong-with-your-companys-culture/>

Robert Plant: Check Your Garbage! (Or How Discarded Hardware Can Hurt Companies)

Wall Street Journal - October 24, 2013

<http://blogs.wsj.com/experts/2013/10/24/check-your-garbage-or-how-discarded-hardware-can-hurt-companies/>

Robert Plant: How You Can Make Money From Your Personal Data

Wall Street Journal - October 23, 2013

<http://blogs.wsj.com/experts/2013/10/23/how-you-can-make-money-from-your-personal-data/>

Robert Plant: It's Time for Microsoft to Go Private

Wall Street Journal - October 21, 2013

<http://blogs.wsj.com/experts/2013/10/21/its-time-for-microsoft-to-go-private/>

Robert Plant: Managers Need Simulations for Real-World Crises

Wall Street Journal – October 11, 2013

<http://blogs.wsj.com/experts/2013/10/11/managers-need-simulations-for-real-world-crises/>

Robert Plant: Incremental Innovation or Breakthroughs? Consider P&G's Tide Pod.

Wall Street Journal – September 16, 2013

<http://blogs.wsj.com/experts/2013/09/16/incremental-innovation-or-breakthroughs-consider-pgs-tide-pod/>

Robert Plant: Personalization Is Here to Stay

Wall Street Journal – July 23, 2013

<http://blogs.wsj.com/experts/2013/07/23/robert-plant-personalization-is-here-to-stay/>

Robert Plant: Multiple Internets and Proprietary Data Pose Significant Risks

Wall Street Journal – June 25, 2013

http://stream.wsj.com/story/experts-leadership/SS-2-135537/SS-2-260468/?mod=wsj_streaming_experts-leadership

Robert Plant: Will 3-D printing live up to the hype?

Wall Street Journal – June 12, 2013

http://stream.wsj.com/story/experts-leadership/SS-2-135537/SS-2-252567/?mod=wsj_streaming_experts-leadership

Robert Plant: *The Benefits of data Talking to data*

Wall Street Journal – April 2012

http://online.wsj.com/article/SB10001424052970203370604577263722122986512.html?mod=djcm_tw_MK_domainid

Robert Plant: *To Cloud, or Not to Cloud*

Wall Street Journal – April 2011

<http://online.wsj.com/article/SB10001424052748704471904576230390670994606.html>

Robert Plant: *Sustainability – How Green Should My tech Be?*

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Chatham House

Robert Plant - The World Today

Life is about to get a lot smarter (October & November 2014)

http://www.chathamhouse.org/sites/files/chathamhouse/field/field_publication_docs/WT0514Plant_0.pdf

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Bringing Manufacturing Home. 3D printing is already altering the shape of manufacturing (October & November 2013)

<http://www.chathamhouse.org/sites/default/files/public/The%20World%20Today/2013/OctNov/WT0513Plant.pdf>

Big Data Republic – Blog Posts (see links on robertplantblog.com)

Robert Plant

A Review: Big Data in 2013 (December 18, 2013)

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What Would Seymour Cray Think of Big Data? (December 4, 2013)

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The 360 Degree View of a Customer (November 27, 2013)

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Lessons for Big Data From President Obama's Healthcare Implementation (November 20, 2013)

Robert Plant

Is Big Data Ruining Sports? (November 13, 2013)

Robert Plant

Big Data & Legal Informatics (November 6, 2013)

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Twitter's Big Data Patents (October 30, 2013)

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Robert Plant

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US Telco Companies Discover the Lost Art of Customer Privacy Notices (July 25, 2013)

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Google Glass: The Joe 90 Effect (June 5, 2013)

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What Would You Do With a \$120M Supercomputer (April 10th, 2013)

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Miami Hurricanes (April 3rd, 2013)

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Want to Know the Future? Use Big Data (March 20, 2013)

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In-Memory Databases: Fact or Fiction (March 6, 2013)

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The Starship Enterprise Always Had Big Data! (February 20, 2013)

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Free 'Open' Data From Your Government (February 13, 2013)

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Robert Plant: *Crafting a Coherent Internet Strategy*

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David Feeny & Robert Plant, *Case Study: IT A Vehicle for Success*

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Interviews:

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<http://mp3.e-bim.com/mp3/sixsigma/RobertPlant.mp3>

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<http://www.processexcellencenetwork.com/technology-for-process-improvement/podcasts/data-gets-big-what-are-the-implications-for-proces/> or <http://mp3.e-bim.com/mp3/sixsigma/RobertPlantBigData.mp3>

Refereed journal articles:

Robert Plant

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Robert Plant & Jie Ren

A Comparative Study of Motivation and Entrepreneurial Intentionality: Chinese and American Perspectives

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Creative Entrepreneurship at iconstruye: A Pan Andean e-Procurement Market Maker

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"The Patent Holder's Trilemma: Buy, Sell, or Troll?"

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Information Systems and eBusiness Management, 2003 Vol. 1, No. 3., 265-283
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Board Member: www.Donorcommunity.com

Non-Executive board member: www.symplicity.com

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Funded Research Performed:

Software Grant 1992
NASA
Software Technology Branch
Johnson Space Center: COSTMODL, CLIPS 5.0.

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Editorial responsibilities:

Editorial Boards:

Journal of Information technology 1997-
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Journals Reviewer:

Associate Editor (Metrics): IEEE Expert
Referee: McGraw Hill & Company: Computer Science.
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Technical Chair
Software Engineering Tracks
Computers in Aerospace 9
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Program Committee

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Daytona Beach, Florida, May 1997

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Los Angeles, CA February 20-22 1995

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Montreal, Quebec 1995

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Madison, WI. 1998

AAAI Workshop: Using AI for Knowledge Management and Business Process Reengineering,
Madison, WI 1998

PACES: Pacific Area Conference on Expert Systems
USC, Los Angeles, February 11-12 1999

Chairman: American Association of Artificial Intelligence, 11th National Conference on Artificial
Intelligence: 7th Workshop on Validation and Verification, Seattle, WA.. August 1994

Co-Chair: American Association of Artificial Intelligence, 13th National
Conference on Artificial Intelligence: 10th Workshop on Validation and
Verification, Providence, RI. August 1997

Committee Member: American Association of Artificial Intelligence,
International Joint Conference on AI: 8th Workshop on Validation and
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Teaching Awards Received:

School of Business, Excellence in Teaching Award,
Executive MBA – December 2011
School of Business, Excellence in Teaching Award,
Executive MBA – Palm Beach Cohort - May 2011
School of Business, Excellence in Teaching Award
Executive MBA February 2004
Graduate Business Student Association, the Most Outstanding Professor Award, 2001

Teaching Specialization:

Executive MBA
CIS 621 Management Information Systems (Strategy & Technology)

MBA
CIS 610 Management Information Systems (Strategy & Technology)
MGT 625 Entrepreneurship: Starting a high technology venture

Specializations
CIS 621 Management Information Systems With a focus on ERP
CIS 686 Internet Strategy

Executive MS in CIS
CIS 683 Systems Analysis and Design
CIS 661 Artificial Intelligence

Graduate Level
CIS 621 Management Information Systems
CIS 661 Introduction to Artificial Intelligence for Management
CIS 662 Artificial Intelligence Programming

Executive Teaching Experience

EMBA Courses Taught:

2013

Miami: CIS 621 Management Information Systems Management track Section 68 (Fall 2013)

Miami: CIS 689 Entrepreneurship Launching High Tech Ventures

Puerto Rico: CIS 621 Management Information Systems Management track Section 72 (Spring 2013)

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Office Depot - Del Ray Beach, Florida: CIS 621 Management Information Systems

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2007

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Miami: CIS 621 Management Information Systems in Health Administration

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2006

Tampa: CIS 621 Management Information Systems
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Santiago de Chile - UGM: Management Information Systems
Miami: CIS 621 Management Information Systems: International Business Track
Miami: CIS 621 Management Information Systems: Management Track
Bahamas: CIS 621 Management Information Systems
China - Wuhan University - Technology and Strategy
Tampa: CIS 621 Management Information Systems

2004

Miami: CIS 621 Management Information Systems in Health Administration
Santiago de Chile - UGM: Management Information Systems
Miami: CIS 621 Management Information Systems: International Business Track
Miami: CIS 621 Management Information Systems: Management Track
Orlando: CIS 687 - Entrepreneurship & Innovation in Information Systems
SANY Corp China - Wuhan University - Technology and Strategy

2003

Santiago de Chile - UGM: Management Information Systems
Miami: CIS 621 Management Information Systems: International Business Track
Miami: CIS 621 Management Information Systems: Management Track
Tampa: CIS 621 Management Information Systems
Bahamas: CIS 621 Management Information Systems
Miami: CIS 621 Management Information Systems in Health Administration
Miami: CIS 621 Management Information Systems (Working Professionals)

2002

Orlando: CIS 687 - Entrepreneurship & Innovation in Information Systems
Santiago de Chile - UGM: Management Information Systems
Miami: CIS 621 Management Information Systems: International Business Track
Miami: CIS 621 Management Information Systems: Management Track
Orlando: CIS 621 Management Information Systems
Miami: CIS 621 Management Information Systems in Health Administration

2001

Santiago de Chile - UGM: Management Information Systems
Miami: CIS 621 Management Information Systems: International Business Track
Miami: CIS 621 Management Information Systems: Management Track
Orlando: CIS 621 Management Information Systems
Bahamas: CIS 621 Management Information Systems

2000

Miami: CIS 621 Management Information Systems in Health Administration
Miami: CIS 621 Management Information Systems
Santiago de Chile - UGM: Management Information Systems
Miami: CIS 621 Management Information Systems (Working Professionals)

1999

Pratt & Whitney (cohort 1) - Palm Beach Florida: CIS 621 Management Information Systems
Pratt & Whitney (cohort 2) - Palm Beach Florida: CIS 621 Management Information Systems
Miami: CIS 621 Management Information Systems in Health Administration
Miami: CIS 621 Management Information Systems
Santiago de Chile - UGM: Management Information Systems
Tampa: CIS 621 Management Information Systems

1998

Office Depot (cohort 1) - Delray Beach Florida: CIS 621 Management Information Systems
Office Depot (cohort 2) - Delray Beach Florida: CIS 621 Management Information Systems
Miami: CIS 621 Management Information Systems in Health Administration
Miami: CIS 621 Management Information Systems

1997

IBM - Boca Raton - CIS 661 Introduction to Expert Systems for Management
Siemens - Plantation Florida: CIS 621 Management Information Systems

Miami: CIS 621 Management Information Systems in Health Administration
Miami: CIS 621 Management Information Systems

1996

Miami: CIS 621 Management Information Systems: International Business Track
Miami: CIS 621 Management Information Systems: Management Track
Miami: CIS 621 Management Information Systems in Health Administration
W. R. Grace – Boca Raton Florida: CIS 621 Management Information Systems
IBM – Boca Raton - CIS 682 Management Information Systems & Software Engineering Design

1995

Miami: CIS 621 Management Information Systems in Health Administration
Miami: CIS 621 Management Information Systems
Motorola – Plantation Florida: CIS 621 Management Information Systems

1994

Miami: CIS 621 Management Information Systems in Health Administration
Cayman Islands: CIS 621 Management Information Systems

Thesis and Dissertation Advising:

Doctoral

Chairman

Panagiotis Tsoumpas, "An Extension to Temporal Logic Specification",
1991-

Henry R. Moreno Ph.D., "Metrics and Knowledge-based System Design",
1992-

Dissertation Committee Member

Graduated:

Susan Wills-Amat, "Innovation and Mentoring," December 12th 2008

Qing Hu, "A Theory of Software Production", May 15th 1994

Hany. I Fahmy, "An Integrated AI Approach for Automating Network
Design, Modeling and Simulation", November 19th 1996

Sivakumar Venkataramany, "Designing an Internal Control Mechanism for
International Banking", 1994-1996

Franklin VanSplunteren, "A Research Data Exchange Center for Behavioural Medicine on the Internet", 1996

Stephanie Castro, 1996-1998 "Leadership"

Qualifying Committee Member

Raymond Frost (1990-91)

Masters

Chairman

Christian Bieck, "Decision Support and Expert Systems in Strategic Management: An IDSS for Business Portfolio Analysis", Department: CIS, Submitted Spring 1990

Juan Salinas, "Expert System Shell Benchmarks: The Missing Comparison Factor", Department: CIS. Submitted: Fall 1991

Henry Moreno, Ph.D. "Software Metrics for Knowledge-based Systems", Department: CIS, Submitted: Summer 1993

Committee Member

Linden DeMarco, "Dynamic Update Model: An Intelligent Multi-Media Integrator", Department: Maths and Computer Science, Submitted: Fall 1991