CURRICULUM VITAE

Richard Harold Irving
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York University, Toronto, Ontario, Canada M3J 1P3
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DEGREES RECEIVED

Ph.D.	**1982**	University of Waterloo, Management Sciences
M.A.Sc.	**1975**	", Management Sciences
B.A.Sc.	**1973**	", Mechanical Engineering

OTHER EDUCATION

Certificate In Adult Education, York University, June, 2015
Certificate In Alternate Dispute Resolution, York University, July 2015

EMPLOYMENT HISTORY

1988 - **Associate Professor**, Schulich School of Business
Management Science/MIS, York University

1984 – 1988 Assistant Professor, Schulich School of Business, York University

1982 – 1984 Director, The Center for the Evaluation of Communication -
Information Technologies, University of Waterloo

1982 – 1984 Assistant Professor (Non-Tenure Track) Department
of Management Sciences, University of Waterloo

1981 – 1982 Director of Field Research, NSF-funded Teletext
Research Project Alternate Media Center, New York University

1981 – 1982 Assistant Professor (Non-Tenure Track), Interactive
Telecommunications Program, New York University

1980 – 1981 Projects Director, Center for the Evaluation of
Communication-Information Technologies University of Waterloo

ADMINISTRATIVE APPOINTMENTS & ACCOMPLISHMENTS

Member AAPR academic Task Force June -October 2014– report to Provost
Member Budget Review Working Group 2011-2013 – report to Provost
Member Working Group External Partnerships 2012-1-13 report to VPR
Member APPRC 2012 -2013
Associate Dean Academic, Schulich School of Business 1995 - 1998
♦ Was acting Dean in the absence of the Dean
♦ Significantly minimized effects of an 8 week strike, April-May 1997
♦ Created the initial Schulich Web site, 1997

♦ Led team on $100k project which revised Web site in 2 months, 1998
♦ Created a working group of all Associate Deans at York to solve implementation problems with a new student information system, 1996-1997.
♦ Led working group to streamline student grade appeals process
♦ Revised process for scheduling courses and improved service to students 1995-1996
♦ Led the project to adopt Lotus Notes for faculty wide e-mail, conferencing and course delivery via the Learning Space component of Notes, 1998

Member-Joint Senate/Board Executive Committee 1997-1999
♦ Effected better cooperation and coordination between Board and Senate
♦ Assisted the President in the process of defining the University's mission statement

Member-Senate Executive Committee, 1997-1999
♦ Scheduled business for Senate
♦ Managed university business resulting from 8 week Strike

Member-Senate Academic Policy and Planning Committee, 1994 – 1997, 2005-present
♦ Worked out university wide funding issues
♦ Reviewed and approved proposals for changes to programs
♦ Developed university-wide coordination plans

Chair, Senate Tenure and Promotions Committee 1994-1995
♦ Organized the work of the committee,
♦ Ensured that a fair process was followed for processing files
♦ Reported to senate.

Member, Senate Tenure & Promotion Committee, 1992-1994
♦ Reviewed candidates files and made recommendations to the president

Area Coordinator, Management Science Area, 1992-1995
♦ Led the area's successful development of a Ph.D. program
♦ Led the revision Management Science core curriculum
♦ Initiated the hiring 2 new faculty

Chair Faculty Council, 1991 - 1993
♦ Major revision to the MBA core;
♦ Played a significant role in new program implementation

Director of Ph.D. Program, 1988 - 1989
♦ Developed formal legislation for the structure of the program
♦ Created Ph.D. Brochure and marketing strategy

TEACHING ACTIVITIES & ACCOMPLISHMENTS

Graduate Courses Taught – MBA Courses

Introduction to MIS   (University of Waterloo) 1984
(York University) 1984 - to present
Introduction to Statistics   (York University) 1986, 1987
Management Issues in Office Information Systems
(York University) 1985 to present
(IDEA, Buenos Aires) 1995
(Univ. Innsbruck) 1995

(University of Waterloo), 1986.
Models of Macro Organization (University of Waterloo) 1983
Organization Communication   (New York University, 1981)
Organization Systems   (New York University, 1983)
Project Management   (New York University, 1982),
                        (York University, 1989 to 1995)
Operations Management   (York University) 1989 to 1993

Graduate Courses Taught - Ph.D. Seminars & Courses

Research Methodologies   (York University) 1986
Classic IS Research   (York University) 1995, 1996, Jakarta, 1988
Current and Emergent Approaches to IS Research
                        (York University) 1995, 1996, (Bangkok) 1993

Teaching accomplishments and Innovations

♦ Taught a distance- based IT course for Athabaska University using Lotus Notes
♦ Created Proposal for undergraduate IT program
♦ Developed undergraduate project Management Course
♦ Developed 3 Ph.D. IT Seminars
♦ Created MGTS 6730 Management Issues in Office Information Systems
♦ Jointly created MGMT 6700 Project Management with Professor Dermer
♦ Developed and ran Lotus Notes/Learning Space version of MGTS 6730
♦ Organized a successful faculty retreat on electronic mediated learning
♦ Has developed and led successful public workshops and seminars in Project Management, Strategic Planning for Information Systems and Re-Engineering

Graduate Student Supervision

MASc's Completed - 5
PhD's in Progress – 0, Completed - 5

Ph.D. Theses- Completed
K. Macdonald, " *Adoption of Innovations by Canadian Physicians*", 1992, R.H. Irving, sole supervisor.
M. Brown, " *A Theory of Information Technology Cultures: Magic Dragons, Wizards and Archetypal Patterns*", 1995, V. Murray Co- Supervisor.
T. Lorsuwannarat, "*Multi-Theoretical Explanations of Innovation Adoption and Implementation: Cases of Local-Area Networks in the Thai Public Sector*", 1996, C. Oliver, Co-Supervisor.
P. Singh, "*Latency Effects and Group Decision Support Systems*", Jan 2000, R. Irving Sole Supervisor.
W. Cukier, "*A Multi-Perspective Approach to Technology Acquisition: Distance Learning Technologies and Justifications in Educational Institutions*, June 2002, R. Irving Sole Supervisor.

RESEARCH INTERESTS

General Interests:, Technology Adoption in the Health Care Sector, Strategic Planning and Implementation of Information Systems; Consequences of Office Technology for Organizations and Individuals, Design of User Interfaces, Decision Processes, Needs Analysis and Project Management.
Currently working on a research project related to Concfict Resolution and Project Management.

Specific Interests: Effects of Computerized Monitoring Systems; Remote Work; Use of Computers by Small Business; Models and Context of Organizational Decision Making; and Management of Technology, Information Systems in Long Term Care, Strategic Planning for IT in the HealthCare Sector. Implementing Project Management in Not For Profit and NGO Organizations

RESEARCH FUNDING

Research Contract, Health Canada, Health Information Highway Group, Jan-Mar. 2000
Research Contract in the Amount of $10,000 to complete analysis and modeling of a baseline study of use of IT by Long - Term Care facilities in Ontario
Social Sciences and Humanities Research Council of Canada, 1990-1993,
Strategic Grant in the amount of $47,000 for research entitled
"Constructed Realities: A Study of Organizational Routines."
(R. Irving, Principal Investigator, K. Weiermair, Co-Investigator**)**

Labor Canada, 1987-1989, Research Contract in the Technology Impact
Program in the amount of $75,000. Research entitled "Computerized
Monitoring and Control Systems." (C. A. Higgins, Principal
Investigator, R. H. Irving, Co-Investigator).

Social Sciences and Humanities Research Council of Canada, 1987-1988,
Strategic grant in the amount of $19,000 (1 year) for research
entitled, "The Extended Day: How Computer Technology in the Home
Affects the Quality of Work and Family Life." (L. Duxbury, Principal
Investigator, R. H. Irving and C. A. Higgins, Co-Investigators).

Labor Canada, 1986-1987, Research Contract in the Technology Impact
Program in the amount of $18,300. Research entitled "Impact of
Computer Monitoring and Control Systems: Perceptions of the Canadian
Service Sector Worker". (C. A. Higgins, Principal Investigator, R. H.
Irving, Co-Investigator).

Department of Communication, 1986-1987, Research Contract in the amount
of $170,000.00. To investigate "Implementation Processes and
Organizational Impacts of Office Technology in Organizations."
(R.H. Irving, Principal Investigator, C.A.Higgins, Co-Investigator).

Social Sciences and Humanities Research Council of Canada, 1985-1986.
Strategic grant in the amount of $18,000 (1 year) for research on
"Effects of Remote Work." (R. H. Irving, Co-investigator with C. A. Higgins).

Department of Communications, 1983-1984, Research Contract in the
amount of $54,663.00 for research entitled "Behavioral Research in
Performance Monitoring." (R.H. Irving, Principal Investigator, C. A. Higgins
and F. R.Safayeni Co-investigators).

Social Sciences and Humanities Research Council of Canada, 1983-1984,
Strategic grant in the amount of $9,548 (1 year) for research on
"Dynamic Work-Flow Modeling of Office Automation Impacts."
(R.H. Irving, Principal Investigator, C. A. Higgins Co-investigator).

Natural Sciences and Engineering Research Council of Canada, 1983-86,
Individual Operating Grant in the amount of $22,260 for research on
"Modeling and Evaluation of Home and Office Communication-Information
Systems." (R.H. Irving, Principal Investigator).

Natural Sciences and Engineering Research Council of Canada, 1982-83,
Individual Operating Grant (1 year) in amount of $4,000 for research
on "Modeling and Evaluation of Home and Office - Communication
Information Systems." (R. H. Irving, Principal Investigator).

REFEREED JOURNAL ARTICLES:

F.R. Safayeni, R. H. Irving, L. Purdy and C. A. Higgins, "Potential Impacts
of Computerized Monitoring Systems: Eleven Propositions", The Journal of
Management Systems, Vol.2, No.3, 1992, pp.73-84.

C.A. Higgins, L.E. Duxbury and R.H.Irving, " Work-Family Conflict in the
Dual-Career Family", Organizational Behavior and Human Decision Proc.,
Vol.51, 1992, pp.51-75.

R.H. Irving and K. Weirmaier, "Determinants of Reality Constructs: Towards
a Comprehensive Model of Corporate Functioning", The Canadian Journal of
Communication, Vol.15, No/4,1991, pp.71-86.

R. H. Irving and D. W. Conrath, "The Social Context of Multi-Person,
Multi-Attribute Decision Making," IEEE Transactions on Systems, Man, and
Cybernetics, Vol.18, No.3, June, 1988.

R. A. Grant, C. A. Higgins and R. H. Irving, " Computerized Performance
Monitors: Are they Costing You Customers?", Sloan Management Review, Vol.29,
No., Spring 1988.

L. Duxbury, C. A. Higgins and R. H. Irving, "Attitudes of Managers
and Employees to Work at Home", INFOR, Vol. 25, No.2, August, 1987.

R. H. Irving, C. A. Higgins and F. R. Safayeni, "Computerized Performance Monitoring Systems: Use and Abuse," <u>Communications of the ACM</u>, Vol.29, No.8, August 1986.

R. H. Irving and M.C.J. Elton, "The Use of Diaries to Measure Discretionary Behavior: Hypotheses and Results," <u>Evaluation Review</u>, Vol. 10, No.1, February 1986, pp. 95 -113.

C. A. Higgins, R. H. Irving   and S. Rinaldi. "Small Business and Office Automation," <u>Canadian Journal of Administrative Sciences</u>, Vol. 2, No.2, December 1985, pp.375-381.

R. H. Irving   and S. Munro, "Facilitating the Adoption of Office Technology," <u>Office Systems Research Journal</u>, Vol. 2, No. 2, Spring, 1984.

R. H. Irving, "A Heuristic for Implementing Office Automation Systems," <u>Office Systems Research Journal</u>, Vol. 2, No. 1, Fall, 1983.

D. W. Conrath, C. A. Higgins, R. H. Irving and C. S.Thachenkary, "Determining the Need for Office Automation: Methods and Results," <u>Office Technology and People</u>, Vol. 1, No. 4, February, 1983, pp. 275-294.

S. F. Love and R. H. Irving,. "Criteria for Research and Development - A Pandora's Box," <u>The Business Quarterly</u>, Spring, 1976.

REFEREED CONFERENCE PROCEEDINGS:

R. H. Irving, "Models of Text Handling Systems," <u>Proceedings of ACM Conference</u>, Toronto, June 1984.

D. W. Conrath, R. H. Irving, C. S. Thachenkary and C. Zanetti, "Measuring Office Activity for Burotique: Data Collection Instruments and Procedures," in Proceedings of the <u>2nd International Communications Conference</u>, St. Maxim, France, October 1981.

R. H. Irving, "Computer Assisted Communications in a Directorate of the Canadian Federal Government: A Pilot Study," in <u>Evaluating New Telecommunications Services</u>, M.C.J. Elton, W. A. Lucas and D. W. Conrath (eds.), Proceedings of NATO Telecommunications Conference, Bergamo, Italy 1977, published in New York by Plenum Press, 1978, pp. 455-469.

R.H. Irving, ""Imagine A Morphing telepathic Elephant: Information technology and Post-Industrial Society", proceedings of the 5th International Conference on Global Business and Economic Development, Beijing, June 21-24, 2000.

BOOKS:

R.H. Irving, "Don't leave IT to the Geeks: Taking charge of IT Planning in Acute, Chronic and Long Term Care", FCS International, Toronto, 2001.

R. H. Irving and C. A. Higgins, "Office Information Systems: Management Issues and Methods", Wiley, Chichester, U.K., 1991.

MONOGRAPHS:

R. H. Irving, "Planning For Office Automation," prepared under sponsorship of <u>AEL Microtel Ltd.</u>, April, 1984.

R. H. Irving, "2005 Report on I.T. in Canadian Hospitals", sponsored by Canadian Healthcare Technology, Fall 2004. (with Saggi Nevo).

R. H. Irving, "I.T. Project Management in Canadian Hospitals", sponsored by Canadian Healthcare Technology, Fall 2004. (with Saggi Nevo).

R. H. Irving, "2003 Report on Information Technology in Canadian Hospitals", sponsored by Canadian Healthcare Technology, Fall 2003

R. H. Irving, "2002 Report on Information Technology in Canadian Hospitals", sponsored by Canadian Healthcare Technology, Fall 2002.

NON-REFEREED CONFERENCE PROCEEDINGS:

K. Macdonald, R. H. Irving and C. A. Higgins, "Current Research in Remote Work: Preliminary Results, " presented at <u>Canadian Psychological Association Conference</u>, Toronto, June 21, 1986.

R. H. Irving, "The Challenge of Computerized Performance Monitoring Systems," presented at the <u>CORS Conference</u>, Toronto, June 3, 1986.

R. H. Irving, "Computer Communications System: Agony, Ecstasy and Ennui," <u>Telecommunications Symposium</u>, Toronto, April 1983.

M.C.J. Elton and R. H. Irving, "Instant Information or Electronic Ennui?," proceedings of the <u>Videotext '82 Conference</u>, New York, Spring 1982.

D. Phillips and R. H. Irving, "Effects of Visual Cues on Time Relation In Vocal Interaction," in Proceedings of the <u>Canadian Psychological Association Conference</u>, Ottawa, June 1978.

INVITED LECTURES , TALKS & WORKSHOPS

IT Project Management in Healthcare Institutions, Presented to Minnesota Chapter of HIMSS, February 26, 2007

HIMSS Ontario Workshop: Improve IT in Your healthcare Institution, April 7, 2006
"Strategic Planning for IT for decision-makers in Acute, Chronic and Long -Term Care" Series of four, one-day workshops across Canada, March-April, 2001.
"Information Technology and The Future of Long Term Care", presented at *Long Term Care '99 Conference*, Toronto, November 25, 1999,
"IT Planning for Long Term Care Providers", workshop presented at *Long Term Care Technology Conference*, Toronto, October 6, 1999.
"Use of Information Technology by Long Term care Facilities in Ontario: Preliminary results and Implications", presented at *Long Term Care Conference*, Calgary, May 27, 1999.
"Use of Information Technology by Long-Term Care Facilities in Ontario: Policy Implications", *ONHA Conference,* March 10, 1999.
"How to Conduct a Strategic Analysis Before Re-Engineering", presented at *Re-Engineering the HR Function,* Atlanta, November 3, 1995.
"Remote Work: Home Sweet Office," invited lecture at *University of Waterloo, Department of Management Science*, June 1987.
"The OCS Field Trials: A Critical Perspective," presented at *Canada's Office Automation Conference*, Toronto, March 12, 1986.
"Plugging into Productivity," presented at the *Wired Office Conference*, Toronto, 1983.
"Electronic Mail: Past, Present and Future," presented at *Teleconference '83*, Toronto, 1983.
"Productivity Issues in Office Automation," presented at the *Data '83 Conference*, Toronto, l983.

ARTICLES IN TRADE JOURNALS

R. H. Irving and S. F. Love, "Evaluation and Choice - An Engineering Approach," Engineering Digest, Nov/Dec. 1975.

S. F. Love and R. H. Irving, "Delphi Decision Processes," Research/Development, September, 1975.

RESEARCH REPORTS

Richard H. Irving, William J. Pascal, Michael R. Wade, "IT Project Management in Canadian Healthcare Institutions: Why it is in crisis and what to do about it: Report from HIMSS Ontario Workshop Improve IT in Your healthcare Institution, April 7, 2006", *June 20, 2006*

R.H. Irving, P. Ng and K. Munjee, "Information Technology and Long - Term Care in Ontario: Baseline Study and Preliminary Modeling" Final report to the Office of the Health Information Highway, Health Canada, March 27, 2000.

R. A. Grant, C. A. Higgins and R. H. Irving, "Computerized Performance Monitoring and Control Systems," Progress report to <u>Labor Canada</u>, September 1987.

R. H. Irving and C. A. Higgins, "The Higgins-Irving Technique: Executive Summary," report presented to <u>The Canadian Workplace Automation Research Center</u>, Department of Communications, Montreal, September, 1987.

R. H. Irving and C. A. Higgins, "The Higgins-Irving Technique: User's Manual," report presented to <u>The Canadian Workplace Automation Research Center</u>, Department of Communications, Montreal, July 1987.

R. H. Irving and C. A. Higgins, "The Higgins-Irving Technique: Technical Report," report presented to <u>The Canadian Workplace Automation Research Center</u>, Department of Communications, Montreal, June 1987.

C. A. Higgins, R. H. Irving and R. A. Grant, "Impact of Computerized Performance Monitoring and Control Systems: Perceptions of the Canadian Service Sector Worker," Final report to <u>Labor Canada</u>, March 31, 1987.

R. H. Irving and C. A. Higgins, "HIT: A methodology to assist Managers with Office Information Systems," research report presented to <u>The Canadian Workplace Automation Research Center</u>, Department of Communications, Montreal, September 12, 1986.

R. H. Irving, C. A. Higgins and K. Macdonald, "Telecommuting: Preliminary Results," research report presented to <u>The Canadian Workplace Automation Research Center</u>, Department of Communications, Montreal, June 12, 1986.

R. H. Irving, and C. A. Higgins, "The Perils and Pitfalls of Prototyping: A Case History," research report presented to <u>The Canadian Workplace Automation Research Center</u>, Department of Communications, Montreal, June 12, 1986.

R. H. Irving, C. A. Higgins, F. R. Safayeni and S. Munro, "A Preliminary Study of Computerized and Non-Computerized Performance Monitoring Systems," research report submitted to <u>Behavioral Research Group</u>, Department of Communications, Ottawa, March 1, 1985.

R. H. Irving, M. C. J. Elton and M. Siegeltuch, "The Last Five Months of a Pilot Teletext Service: Interim Results on Utilization and Attitudes," <u>Alternate Media Center, Working Paper 7</u>, New York, October 1982.

M. C. J. Elton, R. H. Irving and M. Siegeltuch, "The First Six Months of a Pilot Teletext Service: Interim Results on Utilization and Attitudes," <u>Alternate Media Center, Working Paper 6</u>, New York, September 1982.

R. H. Irving, "Usage of Computer-Assisted Communication in an Organizational Environment," consultant's report to <u>Communication Research Center</u>, Department of Communications, Ottawa, Ontario, 1975.

WORK IN PROGRESS

OUTSIDE INTERESTS/ COMMUNITY INVOLVEMENT

President HIMSS Ontario Chapter 2007-2008
Board member HIMSS Ontario Chapter 2004-present

Contributing Editor, *Canadian Healthcare Technology*,
2002- present – write eight columns per year

President and Chairman of Board of Directors, Hazelburn
Co-Operative Homes of Toronto, Inc. 1985-1989
Ran the operation of a 100 unit, non-profit, housing cooperative

Chairman, Board of Directors, Beatty Buddies Daycare 1991-1993
Provided financial and administrative guidance and overall management

Scout Leader with the 77th Seaton Cub Pack, 1997-1998

HONORARY AWARDS
Canada Council Doctoral Fellowship, 1975-1978.
University of Waterloo Doctoral Fellowship, 1975-1978.
Canadian Society of Mechanical Engineers Student Medal, 1973.