# RESUME

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## WORK EXPERIENCE:

- **Professor and Associate Director, Knowledge Management and Innovation Research Centre (KMIRC),** *The Hong Kong Polytechnic University, 2002-present-*
- **Research Advisor, Artificial Intelligence Cluster,** MIMOS Berhad, Malaysia *2008-2017*
- **Adjunct Professor,** *Multimedia University, June 2011-present*
- **Chief Research Officer, Asia Pacific,** *Computer Sciences Corporation (CSC) 2000-2005*
- **Innovation Manager,** *Australian Mutual Provident (AMP) Account, 2000-2005*
- **Innovation Manager,** *Maybank Account, 2004-5*
- **Adjunct Professor,** *Royal Melbourne Institute of Technology University (RMIT), 2001-4*
- **Honorary Associate,** *University of Sydney 1990-2005 & University of Technology, Sydney 1998-2006*
- **Australian Research Council Research Fellow,** *Deakin University, 1989*

### Academic experience

**Programme Leadership**
- Programme co-leader for the Master of Science in Knowledge Management degree at the Hong Kong Polytechnic University from 2003-2007. Programme leader from 2008. Contributed to the design, coordination and delivery of the programme and established a reputable international

alliance of KM and Intellectual Capital (IC) experts to co-deliver parts of the programme. I lead 6 subjects and assist in 1 other subject in the programme. *There is good balance of theory and practice across all the taught subjects.* In conjunction with other colleagues, I have been very conscious in applying what our team has experienced in the real world to enhance learning for all participants in the program. Typically, such contributions manifest in the form of staging invited seminars (which offer participants first hand knowledge of the real cases and direct contact with the involved practitioners) and guided projects. In fact, in the fifth and final compulsory subject "Strategic Issues and Case Studies in KM", there is even a guided project with "external clients" that participants work in groups and tackle as in a real project environment. When asked what did you like/enjoy most in the subject and the programme, some of the feedback gathered from SFQ are listed below:

> *"Online facilitators from outside the ISE dept"*
> *"The real case study provides an interesting, practical, and useful training in applying what had been learnt from the last 4 core subjects."*
> *"Real case is good for applying KM theory"*
> *"The case studies and workshop classes given by Professor Tsui"*
> *"Workshops provided by the lecturer (Professor Tsui)"*
> *"The case studies and workshop as given by Professor Tsui."*
> *"Workshop by Professor Tsui and Ms Sbarcea"*
> *"Real valuable interaction with mentor (Professor Tsui) and the client throughout the project"*
> *"a. The updated KM concept and applications. b. The elearning features. c. The flexible study mode."*
> *"Practical application, uptodate technology, useful seminars."*

After 12 years of operation, the M.Sc. in KM program has attracted many participants at the middle/senior management level (e.g. director of a global IT company, partner of a private professional services firm, business unit head) and participants from outside of Hong Kong (e.g. from Australia, Canada, Thailand, USA, UK, Russia, Netherlands, Taiwan, Ecuador, Egypt, Germany, mainland China etc.)

**Other teaching experiences**

- Designed and delivered ISE101x Knowledge Management and Big Data in Business, PolyU's first MOOC (Massive Open Online Course) on the edX platform. Attracted over 55,000 registrants so far
- Delivered various KM Workshops to PhD students at Bangkok University (Thailand) in 2013, 2014, 2015 and 2016.
- Designed and delivered a course on KM systems to PhD students at Chiang Mai University (Thailand) in 2014, 2016 and 2017.
- Delivered KM Workshops for students from Guangdong University of Technology and Shenyang Aeronautical University, China in 2013.
- Delivered a KM Workshop for students from University of Electronic Science and Technology of China in 2012.
- Delivered a KM Workshop at Sun Yat San University (China) in 2010.
- Delivered 1 week of undergraduate and postgraduate teaching at Stellenbosch University, South Africa in July 2009.
- Delivered a pre-conference tutorial titled *"Artificial Intelligence in Knowledge Management"* in Pacific Rim International Conference on AI (PRICAI), August, 2000, Melbourne.
- Co-deliver the ISE531 Principles of Knowledge Engineering and Management at ISE, HKPolyU since 2005. Received good feedback from students consistently.
- Delivered part of the Knowledge Management subject in the Master of Science in E-Business and KM program at City University of Hong Kong in 2008.
- Revamped and delivered the master degree subject *"Knowledge-Based Information Systems"*

(INFS5927) at the University of New South Wales in Session 2, 1997-1999.
- Designed and delivered the postgraduate course *"Commercial uses of Artificial Intelligence Technology"* at the University of Sydney in Session 1, 1998.
- Designed and delivered the master degree *"Management Information Systems"* subject (IS5001) at the City University of Hong Kong in June, 2001.
- Designed and delivered the first postgraduate subject *"Knowledge Management"* (KM32534) at the University of Technology, Sydney, in 1999. Revamped this subject in 2001 and 2003. Delivered this subject 9 times at UTS.

**Keynote Addresses, Invited Talks, Editors, Chairs & Panelists**
2017

**Keynote Addresses**
• International Conference on Digital Arts, Media and Technology (ICDAMT), 1-4th Mar, Chiang Mai
• International Conference on Management, Economics and Social Development (ICMESD), 26-28th May, Guangzhou
• ELearning and Online Learning Summit, 20-21st, Jun, Sydney
• HKKMS KM Conf, 31st Aug
• European Conf on Knowledge Management (ECKM), 7-8th Sep, Barcelona, Spain
• Knowledge Camp, 14th Sep, Potsdam, Germany
• Chief Finance Officer Innovation Forum, 20-21st Sep
• G-LINK Summit, 4-6th October, Bangkok, Thailand

**Invited Talks**
• KM trends at Efficiency Unit Community of Practice, 5th Jan
• Seminar & workshop at Lappeenratta University of Technology, Finland, 6-7th Feb
• Big Data research to University of Nottingham, 13th Feb & 6th Apr, Ningbo, China
• Panelist on Smart Cities at International Conf on Digital Arts, Media & Technology (ICDAMT), 1-4th Mar, Chiang Mai
• Center for Higher Education Studies, Waseda Univesity, 29th Mar
• Big Data to Correctional Services Dept, 12th Apr
• Cloud Computing, Paris-Sud 11 University, 26th Apr, Paris
• PolyU MOOC journey, Technical University of Delft, 1st May, Delft
• Cloud Computing for Service Innovation, Towngas Academy, 10th May
• Big Data course & seminar for CLP Power Jan to Jun
• Cloud Expo Asia, 24-25th May
• 3rd Global Tourism & Hospitality Conference, 5-7th Jun
• RISE EdTech Panel Discussion on "The future of Higher Education", 11th Jul
• Center for the Promotion of Excellence in Higher Education, Kyoto University, 14th Jul
• HK Correctional Services Dept Conf, 20th Jul
• Panelist on Artificial Intelligence at KM Australia, 1st Aug, Sydney, Australia
• University of Sydney (Educational Research Group & Business Analytics Group), 4th Aug, Sydney, Australia
• KM Strategy Workshop for Fujitsu, 22-23rd Aug, Tokyo, Japan
• HKKMS KM Conference, 31st Aug
• Cloud Expo Asia, 11-12th Oct, Singapore

• AUSKM Conf, 13-14th Nov, Melbourne, Australia
• Digital Learning China, 23-24th Nov, Shanghai, China

## Keynote Addresses, Invited Talks, Editors, Chairs & Panelists
2016
• Invited Talk on Symposium on Internationalisation of MOOCs in Higher Ed, 7th Jan
• Invited Talk on Symposium on Effective use of technology to promote active & collaborative learning, 8th Jan
• Invited Talk on Community of Practice to heads of department, HKSARG on 19th Jan
• Invited Talk on Big Data & KM at Asian Knowledge Forum on 21st Jan
• **Keynote Address** on National Conference on Knowledge Economy, 1-2nd Feb, Kuwait
• Invited Talk on Personal Knowledge Environment & Network, 16th Feb
• Invited Talk at Marketing & Competitive Intelligence Conference, 15-16th Mar, Singapore
• Invited Talk on KM & Big Data at 7th Siberian Forum, 6-7th Apr, Novosibirsk, Russia
• Invited Talk on KM & Big Data at University of Nottingham, Ningbo, 13th Apr
• Invited Talk at Digital Education Show, 18-19th Apr, Kuala Lumpur, Malaysia
• Invited Talk on KM & Big Data at Sunway University, 18th Apr, Kuala Lumpur, Malaysia
• Invited Workshop on Blended Learning, Multimedia University, 20th Apr, Cyberjaya, Malaysia
• Invited Talk on Blended Learning & MOOC journey at PolyU to ABUG Community, Australia, 21st Apr
• Invited Talk on KM & Big Data at Cloud Expo Asia, 12th May
• Invited Talk on Knowledge Management Systems in the Cloud at EduTech Australia, 30-31st May, Brisbane, Australia
• Invited Talk on OER & MOOCs at Blended Learning Asia, 15-16th Jun, Singapore
• Invited Workshop on Using MOOCs to enhance T&L at Vocational Training Council (VTC), 21st Jun
• Invited Talk at 3rd Greater China MOOC Symposium, 22-23rd Jul, Xian, China
• Workshop on Effective KM for office workers in the HKSARG, 3rd Aug
• Co-deliver KM Summer School,2-4thAug
• Invited Talk at KM Singapore, 29-30th Sep, Singapore
• **Keynote Address** at KSEM Conference, 5-7th Oct, Passau, Germany
• Invited Talk on the PLE&N at LearnX Impact Award, 18th Oct, Melbourne, Australia
• Invited Talk on the Blended Learning at Online and E-Learning Summit, 19-20th Oct, Kuala Lumpur, Malaysia
• **Keynote Address** at IKMAP Conference, 23-24th Oct, Kobe, Japan
• Invited Talk on MOOC experiences and perspective from Asian universities, edX Global Forum, 14-16th Nov, Paris, France

## Keynote Addresses, Invited Talks, Editors, Chairs & Panelists
2015
Talk & Session Chair at International Conference on Technology Education, 3-5th Jan
• Invited Panelist at CRE & CSQS Roundtable Hong Kong, 8th Jan
• Workshop on Social media & Social Business at Asian Knowledge Forum, 13th Jan
• Invited Talk at HK Police's International Pearl Fishers Action Learning Group, 9th Mar
• Invited Talk at HK Police's Knowledge Management Conference, 13th Mar
• Workshop on Knowledge Management Systems to Social Welfare Department, 17th Mar
• **Keynote Address** at Science 2.0 Conference, 25-26th Mar, Hamburg, Germany

- Invited Talk on new trends in KM to Department of Health, 30th Mar
- 2 days workshop to PhD students at Bangkok University, 4-5th Apr, Bangkok, Thailand
- Invited Talk on Service Innovation to CEO Club, 10th Apr
- Adjudicator for HK Police's Service Quality Award, 22nd Apr
- Facilitator for HKSARG Community of Practice Launch Workshop, 24th Apr
- Invited Talk at IET's Symposium on Sustainability - Towards Excellence through Knowledge Management, 22nd May
- Presentation at Intelligent Knowledge Organisation Conference, 8-9th Jun, Singapore
- **Keynote Address** at Big Data Business Analytics Conference, 11th Jun
- Appeared on RTHK Radio 3 Backchat program, 15th Jun
- Invited Talk & Roundtable facilitator at Digital Education Show, 15-16th Jun, Kuala Lumpur
- Invited Talk on Big Data at Multimedia University, 16th Jun, Kuala Lumpur
- Invited Talk on Big Data at MIMOS Berhad, 17th Jun, Kuala Lumpur
- Hong Kong Business Leaders Roundtable Summit, 22nd Jun
- Adjudicator for HK Police's Research Award Scheme, 3rd Aug
- Invited Talk on Community of Practice at Huawei KM Conference, 3-4th Aug, Shenzhen, China
- Invited Talk on Big Data to the CEO Club, 21st Aug
- Invited Talk on Big Data, Innovation & Learning in the Cloud to Hong Kong Observatory, 21st Aug
- Designed & delivered a MOOC (ISE101x) on edX.org & commenced on 25th Aug
- Invited Talk on Blended Learnin & MOOCs at University of Sydney, 28th Aug, Sydney, Australia
- Presentation at KM/IC Excellence Awards & Session Chair, ECKM 2015, 3-4th Sep, Udine, Italy
- Presentation at Cloud Connect China on Big Data, 10th Sep, Shanghai
- Invited Talk on Big Data Analytics at HK Management Association, 21st Sep
- Invited Talk at Euro Asia Economic Forum, 24-26th Sep, Xi'an
- Invited attendee, Dean's Salon, School of Design, PolyU, 28th Sep
- Invited Exhibit, 108 Stories of Social Innovation 2015, 25th Sep to 4th Nov
- **Keynote Address** at 7th Annual Higher Education Summit Asia, 19-21st Oct, Singapore
- KM Technologies workshops to Social Work Department, 23rd Oct
- Invited Talk at the KM for Creative Industries conference, MCMC, 26th Oct, Kuala Lumpur, Malaysia
- Invited Talk on KM for Petronas, 26th Oct, Kuala Lumpur, Malaysia
- Invited Talk at the Cloud and Big Data seminar, University of Malaya-Wales, 27th Oct, Kuala Lumpur, Malaysia
- Invited Talk on Big Data at Cloud Expo Asia, 28-29th Oct, Singapore
- **Keynote Address** on Asia Design Engineering Workshop (ADEWS), 29-30th Oct
- Presentation at Asia Pacific ICT Awards (APICTA) 2015, 18-22nd Nov, Colombo, Sri Lanka
- Invited Talk on Personal Learning Environment & Network (PLE&N) at Hong Kong Learning & Teaching Expo, 10th Dec

## [Keynote Addresses, Invited Talks, Editors, Chairs & Panelists](#)
2014

●Guest Editor for the Information Journal's Special Issue on "Knowledge Management: Best Practices in Sharing and Preserving Valuable Knowledge", 2014

- •2 day Workshops on KM to PhD students at Bangkok University, 11-12th Jan, Bangkok, Thailand

- Invited Talk on How to reduce the "IT-Academic dept" gap?, 17th Jan
- Invited Talk on The Future of Higher Education, PolyU Research Salon, 17th Jan
- Workshop on Social Media Strategies, Tool & Applications, 22nd Jan
- Invited talk on MOOCs & PolyU's journey, 29th Jan
- Workshop on Personal KM & Social Media for a laboratory test equipment firm, 18th Mar
- Invited Talk on Technology for Life-long Learning, 25th Mar, Sydney, Australia
- Invited Talk at Learning World 2014, 26th Mar
- Workshop on Cloud Computing for KM, Learning & Innovation at MTR Corp, 28th Mar
- Workshops on KM, 22-23rd Apr, Kingdom of Bahrain
- **Keynote Address** on Intellectual Capital & Social Media at KM Day, Chiang Mai University, 3rd May, Chiang Mai, Thailand
- Invited Talk on KM to Playground Association, 14th May
- Invited Talk at Integrating Australia with Asia Conf at EduTech, 4th June, Brisbane, Australia
- Workshop on Educational Technologies 2.0 for Shenyang Aeronautical University, 10th Jun
- **Keynote Address** & Chair of IEEE ICSESS 2014, 27-29th Jun, Beijing, China
- Roundtable on MOOCs at the HERDSA Conference, 7-10th July
- Invited Talk on Cloudsourcing at HK Management Association, 11th July

- Invited Talk on Cloud Computing & Big Data at UTAR, 16th Sep, Kuala Lumpur, Malaysia
- Invited Talks on Cloud Computing & Business Intelligence, Creating Cooperative Business Value, 17-18th Sep, Kuala Lumpur, Malaysia
- Invited Talks on MOOCs at Multimedia Unviersity & MIMOS Berhad, 19th Sep, Kuala Lumpur, Malaysia
- Member, Adjudicating Panel, Hong Kong Police Service Quality Award 2014, 22nd Sep
- Invited Talk at Hong Kong Police, 24th Sep
- Invited Masterclass on Cloud Computing for Innovation at KM Singapore, 1-3rd Oct, Singapore
- Invited Talk at Bangkok University, 8th Oct, Bangkok, Thailand
- Invited Talk at University of Nottingham, 13th Oct, Ningbo, China
- Invited Talk on Cloud Computing & Business Intelligence at International Conference on Information Service, Collaborative innovation & KM, 14-15th Oct, Nanjing, China
- Session Leader on Cloud Computing for Innovation & Learning at ACT KM 2014, 28th Oct, Canberra, Australia
- **Plenary Address** on Cloud Services at Institute of Information Management Conference 2014, 27-28th Oct, Canberra, Australia
- **Headline Speaker** at Cloud Expo Asia 2014, 29-30th Oct, Singapore
- Invited Talk on Cloud Computing for Learning at the Cloud Executive Forum, 27th Nov

**Keynote Addresses, Invited Talks, Chairman, and Panelists**
**2013**
- Invited Talk on Cloud Computing for Innovation & Learning at the FujiXerox Document Solution Summit, 23rd Jan
- Intensive 2 days Workshop to IKM PhD students at Bangkok University, 16-17th Feb, Bangkok, Thailand
- Invited Talk on Cloud Computing for Service Innovation at Chiang Mai University, 19th Feb, Chiang Mai, Thailand
- University-wide seminar on blended learning & HKPolyU's M.Sc. in KM program at the

Multimedia University, 25th Feb, Kuala Lumpur, Malaysia

- Workshop & **Keynote Address** on Cloud Computing, Personal Learning Evironment & Scenario-based Learning at the Trainers meet Trainers Conference, 27-28th Feb, Kuala Lumpur, Malaysia
- Invited Talk on Cloud Computing & Service Innovation at MIMOS Bhd, 1st Mar, Kuala Lumpur, Malaysia
- Invited Talk at MOOCs/Digitisation of Higher Education & Skills Training in the Australasian region, 10th Apr, Sydney, Australia
- Invited Talk on KMS & Social Media to HK Police KM Champions, 19th Apr
- Invited Talk on KMS, Evolution of KM tools over a decade at HKKMS, 24th Apr
- Invited Talk on KM & Cloud Computing for Business, CMA (Canada), 27th Apr
- Mini-MOOC lecture to 800+ engineering students, 6th May, HKPolyU
- **Keynote Address** at the IEEE International Conference on Software Engineering & Service Science, 23-25th May, Beijing, China
- Invited Talk on Intellectual Capital to Australian Government Consultative Committee on Knowledge Capital (AGCCKC), 11th June, Canberra, Australia
- Invited Talk on MOOCs & Cloud Computing to Department of Health, 14th June
- Intensive 1 day Workshop to IKM PhD students at Bangkok University, 23rd June, Bangkok, Thailand
- Invited Talks on KM at Esquel Group, 26th June & 29th July   (Gaoming, China)
- Invited Talk & Chairman of MOOC Panel at the Learning, Technology, Human Development Conference, 3-4th July
- **Keynote Address** at ComputerWorld's Cloud Tech Forum, 10th July
- Invited Talk on HKPolyU's creative Blended Learning at Bangkok University, 17th July, Bangkok, Thailand
- Invited Talk on KM Systems to MBA students at Bangkok University, 18th July, Bangkok, Thailand
- Invited Workshop on Blended Learning at ThaiPod National Conference, 19th July, Bangkok, Thailand
- **Keynote Address** on Applying KM to Teaching and Learning at ThaiPod National Conference, 19th July, Bangkok, Thailand
- Workshop on Knowledge Management for Guangdong University of Technology, 31st July
- Invited Talk on KM to Hong Kong Mensa, 17th Aug
- KM training for the Social Welfare Department, HKSARG on 22nd Aug & 24th Sept
- Workshop on Social Media for Business & Legal Institute, 27th Aug, Kuala Lumpur, Malaysia
- Invited Talk to iKlub, 17th Sept, Bangkok, Thailand
- Invited PhD seminar, Bangkok University, 17th Sept, Bangkok, Thailand
- Workshop on Taxonomy to PTT Group, 18-20th Sept, Bangkok, Thailand
- Present paper at the Asian Conference on Society, Education & Technology, 24-27th Oct, Osaka, Japan
- Invited Talk at MTR Learning Organisation Party, 22nd Nov
- Invited Talk at Cloud World Forum Asia, 25-27th Nov
- **Keynote Address** at the Hong Kong Knowledge Management Conference, 26th Nov
- **Plenary Address** at the International Congress on ELearning, 6-7th Dec, Manila, Phillippines

**Keynote Addresses, Invited Talks, Chairman, and Panelists**
**2012**

- Invited Talk at HKGCC Seminar, 2/3$^{rd}$ February, 2012
- Invited Talk at Online Information Asia Pacific, 20$^{th}$ March, 2012
- Invited Talk on Cloud Computing to CIGREF Scientific Committee, 9th Jan, Paris, France
- Invited Talk at HK Awards for Industries Seminar, 3rd Feb, 2012
- Workshops on Social Media Strategies, Tools & Apps, 30th March, 13th April, 18th May & 29th June, 2012
- Invited Talk on strategies to combat knowledge loss due to staff retirement to Correctional Services Dept, 3rd April, 2012
- Guest Talk on Open Innovation under a cloud service environment at HK Science Museum, 21st April, 2012
  Invited Talk & Panelist on Blended Learning & Personal Learning Environment at Learning World 2012, 26-27th April, 2012
- Invited Talk at PolyU Symposium "Excellent Teacher on Teaching Excellence", 16th May, 2012
- Invited Talk on Social Media to CIOConnect on 16th May, 2012 (HK & London, via Cisco Telepresence)
- **Keynote speaker** on Blended Learning technologies at the Asia Pacific Forum (APF) & Intl Convention & Expo Summit, 22nd May, 2012
- Invited Talk on Corporate University at Adidas AG, 24th May, 2012, Herzogenaurach, Germany
- Invited talk on Personal KM at the Cogneon Academy, 25th May, 2012, Nuremberg, Germany (Replay at http://www.ustream.tv/recorded/22837663)
- ZBW PhD Summer School, 29th May-1st Jun, 2012, Kiel, Germany
- Invited Talk on KMIRC research at University of Siegen, 4th June, 2012, Siegen, Germany
- Invited Talk at the University of Paris Sud 11, 8th June, 2012, Sceaux, France
- **Keynote Address** at IEEE ICSESS, 22-24th June, 2012, Beijing, China
- Paper presentation at IEEE Advanced Learning Technologies Conference, 4-6th July, 2012, Rome, Italy
- **Keynote Address** on Cloud Computing & Innovation at Cloud Tech Forum, 17th July, 2012
- Invited Talks on Evolution of KMS to HK Police, 26th July & 17th August, 2012
- Invited Talk on Cloud Computing to Pure Insight (London), 7th August, 2012
- Invited Talk on KMS & Security at AGM of Professional Information Security Association (PISA) on 25th Aug, 2012
- Chair, Invited Talk and Panelists on Blended Learning & Cloud Services at CIBL Workshop at Knowledge Technology Week 2012 on 3-4th Sept, 2012, Kuching, Malaysia
- Invited Talk on Cloud Computing for Service Innovation at KM Singapore, 7th Sept, 2012, Singapore
- Invited Talk on Cloud Computing for Service Innovation at Cloud Security Forum, 27th Sept, 2012
- Invited Talk on KMS at Bank Negara Malaysia KM Conference, 8th Oct, 2012, Kuala Lumpur, Malaysia
- **Keynote Address** on Cloud Computing & KM at Knowledge Management Asia Pacific (KMAP), 11-12th October, 2012, Shanghai, China

- **Distinguished Speaker** at the 35th Hong Kong International Computer Conference (HKICC), 20-21st November, 2012

**Keynote Addresses, Invited Talks, Chairman, and Panelists**
**2011**
- Delivered **Keynote Address** *at ITSMF Conference, 19th January, 2011*
- Delivered an Invited Talk at the Hong Kong Knowledge Management Society on 24th January 2011
- Delivered an Invited Talk at MIMOS, Malaysia on 27th January 2011
- Delivered **Keynote Address** at the Enterprise Collaboration Forum, 14th February, 2011
- Delivered **Keynote Address** at KM Iran, 8-9th February, 2011, Tehran, Iran
- Panelist at Closing Forum at KM Iran, 8-9th February, 2011, Tehran, Iran
- Delivered an Invited Talk at HKU-CUHK Supervisors' Development Day on 25th February, 2011
- Delivered an Invited Talk at CIOConnect, 1st March, 2011
- Delivered a workshop on KM to Guangzhou Municipal Science & Technology Progress Fund ( 廣州科技進步基金會) on 7th March 2011
- Delivered an Invited Talk at the School of Hotel and Hospitality Management, PolyU on 21st March, 2011
- Delivered an Invited Talk at the Online Information Asia Pacific 2011 on 23rd March 2011
- Chaired Day 1 of Online Information Asia Pacific 2011 on 23rd March 2011
- Panelist in Online Information Asia Pacific 2011 on 23rd March 2011
- VIP Guest Discussion Leader at FutureGov Forum Malaysia on 24th March, 2011, Kuala Lumpur, Malaysia
- Delivered **Keynote Address** at the Education and Information Technology Conference, 29th April, 2011
- Panelist at the Education and Information Technology Conference, 29th April 2011
- Delivered an Invited Talk to the KM Reference Group, TAFE, New South Wales on 9th May 2011
- Delivered **Keynote Address** at the Asia Hospitality Technology Conference, 12th May, 2011
- Interviewed by HRiQ on Knowledge Management and Knowledge Sharing on 13th May 2011
- Interviewed by eGov Innovation on BPM & Blended Learning on 17th May 2011
- Delivered an Invited Talk to UBS Business University Asia Pacific on 21st June 2011
- Delivered **Keynote Address** at IEEE International Conference on Computer Science and Service System (CSSS). 28th June, 2011, Nanjing, China
- Chaired Session on Knowledge-as-a-Service in IEEE ICICSSS on 29th June 2011, Nanjing, China
- Delivered **Keynote Address** at IEEE International Conference on Software Engineering and Service Science, 15-17th July, 2011, Beijing, China
- Chaired 2 sessions in the IEEE International Conference on Software Engineering and Service Science, 16th July, 2011, Beijing, China
- Chairman of Workshop on Blended Learning in Higher Education and the Workplace, Kuala Lumpur, Malaysia, 19th July, 2011

- Delivered **Keynote Address** at the STAKE 2011 Conference, 20-22nd July 2011, Kuala Lumpur, Malaysia
- Delivered- an Invited Talk to CCC Heep Wo College on 29th August 2011
- Delivered an Invited Talk to Educational Development Bureau on 12th September 2011
- Member of the Judging Panel, Force Research Award Scheme presentation on 14th September 2011
- Delivered **Keynote Address** at the Telecom Cloud Services Asia Conference, 27-28th September 2011
- Delivered an Invited Talk to VF Global Management, 6th October 2011
- Delivered an Invited Talk at the KM for NGOs Forum, 4th November, 2011
- Delivered an Invited Talk at Cloud Strategics, 18th November, 2011
- Delivered an Invited Talk at KM Awareness Day, HK Police, 28th November, 2011
- Delivered an Invited Talk at Cloud Computing World Forum Asia, 1st December, 2011
- Delivered an Invited Talk at HKKMS, 1st December, 2011
- Delivered **Keynote Address** at the Data Centre Summit, 2nd December, 2011
- Delivered an Invited Talk at CLP Power's PSBG KM Seminar, 16th December, 2011

**2010**

- Delivered an Invited Talk at MTR Corporation, 7th January , 2010
- Delivered an Invited Talk to Towngas, 10th February, 2010
- Delivered an Invited Talk at the Institute of Information Management, Sydney, Australia, 9th March 2010.
- Delivered an Invited Talk at the HK KM Conference on 30th March 2010
- Delivered an Invited Talk at Microsoft The Future of Productivity event, 14th April 2010
- Delivered **Keynote Address** at IEEE International Conference on Software Engineering and Service Science, 16-18th July, 2010, Beijing, China
- Delivered 2 Invited Tutorials at the Artificial Intelligence Tutorials, 26th-27th July, 2010, Kuching, Malaysia
- Delivered **Keynote Address** the Semantic Technology and Knowledge Engineering Conference, 28-30th July 2010, Kuching, Malaysia
- Delivered an Invited Talk to Pico Group on 24th August 2010
- Delivered an Invited Talk at the Innovation Seminar series by HKIE MIE on 14th September, 2010.
- Delivered an Invited Talk at KM Singapore on 16th September, 2010, Singapore
- Delivered an Invited Talk at CIGREF ISD Symposium on 23rd September 2010, Paris, France (Replay presentation at http://www.fondation-cigref.org/videos/colloque-isd-231010/04/swf/)
- Delivered an Invited Talk at DFKI Germany on 27th September 2010, Kaiserslautern, Germany
- Delivered an Invited Talk at Cloud Computing Asia on 8th October, 2010
- Delivered an Invited Talk at E-Government Summit on 8th October, 2010
- Facilitator and Panelist at the FutureCampus Forum on 10th November 2010, Kuala Lumpur, Malaysia
- Chairman of one session at the Cloud Computing World Forum Asia, 17-18th November, 2010
- Chair of Closing Session, ICICKM, 11-12th November, 2010

**2009**

- Delivered an Invited Talk at MTR Corporation, 23$^{rd}$ February, 2009.
- Delivered an Invited Talk at Adidas, 25$^{th}$ February, 2009.
- Delivered an Invited Talk at CLP Power MACS KM Seminar on 26$^{th}$ March 2009.
- Delivered an Invited Talk at Cathay Pacific on 28$^{th}$ May 2009.
- Delivered **Keynote address** at the Malaysian Joint Conference on Artificial Intelligence, Kuala Lumpur, Malaysia, 14-16$^{th}$ July 2009.
- Delivered an Invited Talk at the Multimedia University, Malaysia on 30$^{th}$ July 2009.
- Delivered an Invited Talk at the KM Induction Training of the Hong Kong Police on 3$^{rd}$ August 2009.
- Delivered an Invited Talk at the Cyberport Speaker Series, 12$^{th}$ August, 2009, Hong Kong.
- Delivered an Invited Talk at the Government Information Forum, 19-20$^{th}$ August 2009, Hong Kong.
- Delivered an Invited Talk at the University of Macau, 28$^{th}$ August, 2009, Macau.
- Delivered an invited Talk to Pico Group on 1$^{st}$ September, 2009.
- Delivered **Keynote address** at I-KNOW Conference, 2-4$^{th}$ September 2009, Graz, Austria
- Delivered an Invited Talk to Towngas Corporation on 23$^{rd}$ October, 2009, Hong Kong.
- Delivered an Invited Talk at the International Conference on KM, 3-4$^{th}$ December 2009, Hong Kong

**2008**
- Delivered **Keynote address** at the Enterprise Collaboration and Information Management Summit, 7$^{th}$ November, 2008, Hong Kong.
- Delivered an Invited Talk at The Knowledge Forum, 16$^{th}$ November 2008, Tokyo, Japan.
- Delivered **Keynote address** at the ACIMDS 2008 Conference, 9$^{th}$ December 2008, Ballarat, Victoria, Australia.
- Chairman of Workshop on Integrating Taxonomy and Folksonomy for Enhanced Knowledge Navigation (ITFEKN) in Practical Applications of Knowledge Management 2008 Conference, 21-23$^{rd}$ November, Yokohama, Japan

**2007**
- Delivered an Invited Talk at the EMC Forum 2007 on 15$^{th}$ June 2007, Hong Kong.
- Delivered **Keynote address** at the International Joint Conference on Knowledge Science, 5-7$^{th}$ November, 2007, Ishikawa, Japan.

2002
- Invited by the Ministry of Finance and the Infocomm Development Authority to present at the Singaporean Government's Knowledge Management Interest Group (KMIG) Forum, February, 2002, Singapore
- Delivered **Keynote address** at the 10$^{th}$ International Manufacturing Conference, 11-13$^{th}$ October 2002, Xiamen, China.

**Project supervisions**
- Currently, I am supervising 3 PhD students, 4 Doctor of Engineering students
- Research Advisor to the Artificial Intelligence Cluster, MIMOS, Malaysia's national research laboratory  on Knowledge Technologies, Grid Computing and Cyber security from January, 2008.
- Significant contributor to HKPolyU Department of Industrial and Systems Engineering's Final

Year Project (FYP) programme. I secured the projects from industry, promoted to prospective students, and successfully supervised 8, 23 and 29 FYP in 2006, 2007 and 2008. This share of students represents nearly a quarter of the entire department's FYP total workload. I now supervise 12-13 FYP students per year.

- Successful supervision of Master of Science student at the University of Technology, Sydney (UTS) in 2003. Project title is "A design of an Agent-based Knowledge Management System for automation knowledge creation and collaboration". Candidate proceeded to pursue and successfully completed a PhD degree at UTS in 2007; I was a co-supervisor of the project.

- Successfully supervised project "*Knowledge Management for Small to Medium size Enterprises with particular emphasis in the tourism industry*" in 1999 (student from ID Tours). Supervised projects "*Knowledge Management: An investigation into its benefits and potential applications within the pharmaceutical industry*" (student from Quintiles Australia) and "*Applying Business Intelligence to enable intelligent routing in a financial services call centre environment*" (student from Westpac Banking Corporation) in 2000. Supervised project "*Knowledge Management in the Healthcare Industry*" in 2001. Supervised projects "Knowledge Management and E-Learning" (student from Galileo International), "Return On Investments on KM projects" (student from IBM) and *"Knowledge Management for Small to Medium size Enterprises in the manufacturing industry"* (student from Standards Australia) in 2002.

- Furthermore, while in Australia, I have successfully supervised employees from, among others, IBM Global Services, PriceWaterhouseCoopers, Deloitte, KPMG, Woolworths, Westpac, Telstra, IBM, NCR, EDS, Ericsson, Siemens, Bayer, Standards Australia, Alcatel, ING, Australian Prudential Regulatory Authority (APRA), Bankers Trust, Austraclear, Export Finance Insurance Corporation and Insight Technologies on AI/KBS or Knowledge Management projects.

**Collaborations**

- While at CSC. in conjunction with Deakin University, I have successfully applied for a 3 years grant from the Australian Research Council (ARC) to conduct a research project on "The investigation of Intelligent Agents to extract economic data in the financial services area".

- Established collaborative projects with the University of Sydney, Deakin University and the University of New England. These projects focus on the use of various AI techniques (e.g. case-based reasoning, neural networks, default reasoning, data mining, rule-based systems) to tackle issues in risk estimation, fraud analysis, configuration management, workflow management and business process re-engineering. Participated in contract negotiations for the above collaborations.

- Designed various "co-operative programs" between CSC and academic institutions. Under such a program, CSC joins forces with one or more academic institutions to tackle industrial problems as well as jointly host symposiums on topics of emerging interest.

- Maintain extensive contacts with academia, both local and overseas. I have given seminars at the University of London, Loughborough University, Rutherford Appleton Laboratory, IBM LA scientific research centre, IBM Corporate Technical Institute, New Mexico State University, UC Irvine, CSU Long Beach, CSU San Marcos, University of Kentucky, University of Hong Kong, The Hong Kong Polytechnic University, City University of Hong Kong, National University of Singapore, University of Nottingham, Multimedia University, Waseda University, University of Waikato, Australian Defence Force Academy, Monash University, RMIT University, University of New England, University of Technology, Sydney, Deakin University, Charles Darwin University, and the University of Sydney.

**Scholarships, sponsorships and donations**

- Obtained corporate sponsorships for KMAP2006, HK KM Conferences 2006-2009, HK Most Admired Knowledge Enterprise Award 2008, 2010, 2011 and 2012
- Obtained scholarship from Towngas Limited for a MPhil candidate at The Hong Kong Polytechnic University working on Personal Knowledge Management and Unstructured Information Management
- Obtained corporate sponsorship for Australian Joint AI Conference in 1994, PRICAI '96, and Australian Joint AI Conference in 1999, KMAP in 2006 (HK$170,000), HK MAKE Award (HK$80,000), KM Forum in 2008 (HK$70,000), and KM Conference in 2009 (HK$60,000).
- Obtained donation of EMC eRoom collaboration software (100 licenses) for HKPolyU's M.Sc. in KM program in 2007 and Aion ADS expert system development licenses for UNSW and UTS in 1996.
- Established two (2) postgraduate scholarships at Deakin University. Between 1990 and 1993, I was a co-supervisor of a master degree student working on a configuration management project funded by the company. Since 1990, I have supervised groups of computer science students working on AI/KBS projects at the University of Sydney and the University of New South Wales. Acted as an examiner for several master degree theses in the last few years.

**Other scholarly activities**

- Judge for Police's Service Quality Award in 2014 and Force Research Award Scheme in 2011 and 2015
- Speaker at Pearls in Policing, International Action Learning Group on 9th March 2015
- Attended meetings and provided input as member of the Australian Government Consultative Committee on Knowledge Capital (AGCCKC) since 2013
- Appointed by the National Committee for Artificial Intelligence and Expert System as Program Chair of the inaugural Australian Applications of Artificial Intelligence Symposium held in 1999. Responsible for planning, obtaining sponsorships, conducting the paper review process, organising the paper streams, and marketing the event to the industrial sector.
- Served as a senior industry representative in the selection of 5 Professors and Associate Professors at University of Technology, Sydney and the CSC Chair in E-Business at Charles Darwin University during 2001 and 2002.
- Recipient of CSC's Leading Edge Forum Research Grant in 2001. Research topic is "Technologies for Personal and Peer-to-Peer Knowledge Management" (Report can be downloaded from http://www.csc.com/aboutus/lef/mds67_off/index.shtml#grants). Ranked inside the top 10 downloaded material from www.csc.com in September 2002.
- Gratis Visitor (Knowledge Management) of Microsoft Research (Seattle, WA) in February, 2000. My presentation, which was broadcasted to MIT, Stanford University, Carnegie-Mellon University, Xerox PARC and University of Washington, can be replayed at http://murl.microsoft.com/LectureDetails.asp?518
- Introduced the concept of Special Interest Groups (SIG) to CSC in December, 1995. As a result, 3 SIGs were launched and I act as the mentor for the SIG in *Case-Based Reasoning*. Familiar with all aspects of the CBR technology. Performed an evaluation of various CBR tools (CBR Express, CBRWorks, CARS, ReCall, CasePoint, ReMind and CPR!Help) in 1996.
- Compiled the world's most extensive bibliography on Knowledge Management which can be found at many prominent KM sites on the Internet. The bibliography was subsequently

published in the KM Yearbook and the Knowledge Board Web site.
- Lead a study tour on Knowledge Management intranets to CSC, PwC, Oracle and the Australian Army on 28-29th November 2002 in Sydney.
- Design KM material for the Web site of TEC (The Executive Committee, http://www.tecceo.com), an international organisation of CEOs.
- Appeared on Sydney's *2000FM* radio station for a two part interview on Artificial Intelligence in 1995.
- Appeared as a panelist in UTS's Science Forum "*AI: Hot Bots and Smart Bytes*", May, 2001.

### Jan. 1989 - Dec. 1989

Australian Research Council Research Fellow, *Deakin University*
Project: Automated knowledge acquisition
While most natural language understanding systems fail to parse a sentence when unknown words are encountered, this project investigates the use of the defined grammar and the context of the discussion to "suggest" possible syntactic form(s) and semantics of any unknown word in the input. Upon confirmation by the user, "new" words are properly indexed and classified into the existing lexicon. The prototype system was written in Prolog.

### System development experience

- I have gained significant industrial experience on the engineering and deployment of commercial expert systems at a large scale and international level. Principally responsible for the development of the *Future Economic Loss* (EcoLoss) sub-system of the world renowned *COLOSSUS* expert system. EcoLoss recommends suitable employment as well as an assessment for claimants who cannot return to the pre-accident job after an accident. EcoLoss is currently being used by GIO Australia (largest property/casualty insurance company in Australia) plus another major insurance company based in Queensland. My involvement with this project spans from knowledge acquisition (Dec. 1989) to the production stage (Aug. 1993), as well as maintenance, support and subsequent enhancements. The system is written in Platinum's Aion Development System (ADS). I am also solely responsible for the various conversions of the system from ADS5.11.04 to ADS7.0 and have also enhanced the system to become Year 2000 compliant.
- Developed various proprietary methods (eg. inexact matching, context-sensitive searching, explanation generation, summary of key facts, customised roll-back) to enhance the human-computer interface. These methods and tools are now marketed by the company as part of an integrated tool kit for potential clients.
- Written training materials and conducted courses for users. Between 1991 and 1993, over a dozen training sessions were conducted for users of various departments (third party, workers compensation, rehabilitation etc.) in the client company. Trained two assistants (between 1990 and 1995) to support the above system.
- Customisation and production support (on MVS, CICS, TSO, Windows, NT and OS/2 platforms) for the *Economic Loss* system in five states of Australia (NSW, VIC, WA, SA, QLD).
- Extensive liaisons with clients on user requirements, problem rectification as well as development and support issues.
- Developed various demonstration systems for the *Economic Loss* system. These demonstration systems are now used by both CSC and GIO for marketing purposes as well as by several

Australian and overseas universities for teaching and research purposes.
- All of the above are billable work for CSC and was conducted at client sites.

## Other industrial experience

- KM consultancy for the HKSAR Government Environmental Protection Planning, Land Registry, and Civil Services Training and Development Institute (CSTDI), Dragon Air, Housing Authority (project director), Department of Health, Office of the Government Chief Information Officer, Leo Printing Group, Environmental Protection Department, Jardines IT Forum, Census and Statistics Department (project director), Rates and Valuation Department, Civil Engineering and Development Department, Fujitsu Japan, Brunei Ministry of Education and CLP Power and many others.
- Member of CSC Financial Services' Asia Pacific Knowledge Team. Significant contributor of assets and ideas to Sources, CSC's Global KM environment
- Leader of the global CSC Knowledge Management virtual community
- Project Manager of an Intelligent Agent system that automatically locates, matches and analyses job vacancy on the Web. Project completed and accepted by client in March, 2000.
- Seconded to CSC UK's Consulting & Systems Integration group from May 1999 to November 1999. Work tasks are consulting in Knowledge Management and Artificial Intelligence for product development in satellite communications. Client is ICO Global Communications.
- Project Manager of the group's R&D project - the *Medical Case Manager* system. Supervised six (6) staff (1 Project leader, 3 Knowledge Engineers and 2 Knowledge Programmers) working on this project. Duties include planning, budgeting, progress tracking, preparation of proposals and status reports, software development, adherence to quality standards and technical audit. Project started in December, 1994 and completed in September, 1996. Total development budget was approximately A$2.5m. Appointed as product manager from March, 1997.
- Performed a comprehensive business analysis on the cost-effectiveness of a major insurance company's motor vehicles claims operations. The analysis involves study of technological issues and work practice changes. It took 9 months to complete and, among others, two recommendations (a Fraud Expert system and a Claims Manager Expert system) were adopted by the client company. More specifically, I lead the development of a motor vehicle claims manager expert system that aims to reduce claims leakage. I also provide input to the development of a fraud expert system for motor vehicle claims (both third party and comprehensive). The system combats fraud by a combination of proprietary-developed prevention, detection and discovery mechanisms.
- Conducted a pilot fraud detection and discovery project for SUNCORP's (largest insurance company in Queensland) CTP department in February, 1997.
- Most of the above are billable work for CSC and was either conducted at client sites or at CSC's headquarter at North Sydney with regular trips to client premises.
- Participated in numerous presentations and demonstrations for the Expert Systems Group at CSC.

## Technical skills

- iOS, Windows, Android, OS/2 (1989-)

- Aion Development System (ADS) on PC/MVS/TSO/CICS (1989-)
- MVS/ISPF/TSO/CICS user knowledge (1989-)
- Prolog (1984-1989)
- Lotus, Excel, WordPerfect, Word, MS Project, Timeline (1989-)
- UNIX operating system; Internet: E-mail, FTP, Usenet, Gopher, Telnet, WWW (1980-)
- Xerox 6085 workstations: XDE, ViewPoint, NoteCards, The Analyst, Quintus Prolog, LOOPS, Smalltalk (1986-1988)

## Educational Qualifications

1995 **Master of Business Administration**, *University of Southern Queensland*, Toowoomba, Australia
Specialisation: Project Management
Subjects (*Result*): Marketing Management (*High Distinction*), Project management (*Distinction*), Logistics management (*Distinction*), Corporate Finance (*Credit*), Economics for managers (*Credit*), Accounting for managers (*Credit*), Decision support tools (*Credit*), Contract management (*Credit*), Project appraisals (*Credit*), Law and business (*Credit*), Management information system (*Credit*) and Organisational behaviour (*Credit*).

1989 **Doctor of Philosophy**, *Deakin University*, Geelong, Australia
Thesis title: Canonical Graph Model
Area: *Artificial Intelligence / Knowledge Engineering*
Research supported by Arthur Young, Graphic Directions, Rank Xerox, and Deakin University internal grants.
Highlights:
- Developed the world's first conceptual graph tool kit. Written in Prolog, the tool kit had been used by four Australian universities for teaching & research purposes.
- Resulted in 4 journal publications plus several conference papers.
- Thesis approved without modification.

1984 **Bachelor of Science (Hons.)**, *University of Sydney*, Sydney, Australia
Major: Computer Science
Results: Honours IIA, 2 Distinctions and 7 Credits

## Awards and Honours

2017 Honorable Mention, MOOCr Award, Greater China MOOC Symposium
2017 Silver Winner, Best Blended Learning Model, LearnX Impact Award, LearnX Foundation
2017 Silver Winner, Best Online Learning Model, LearnX Impact Award, LearnX Foundation
2017 Global Training and Development Award, World Training and Development Congress
2016 Listed as an Outstanding Academic in PolyU's Annual Report 2015/6
2016 Platinum Winner, Best E-Learning Design, LearnX Impact Award
2016 Merit, Knowledge Management and Intellectual Capital Excellence Award, ACPI
2015 Golden Winner, Wharton QS Stars Reimagine Education Award (Region Asia)
2015 Finalist, Asia Pacific ICT Award (APICTA)
2015 Faculty Merit Award on Teaching
2015 Winner, Knowledge Management and Intellectual Capital Excellence Award, ACPI
2014 Shortlisted Finalist, University Grants Committee (UGC) Teaching Award, Hong Kong
2014 Knowledge Management Leadership Award, World Education Congress
2013 Faculty Merit Award on Teaching

2012 Early Adoptor of Learn@PolyU (Learning Management System at HKPolyU)
2011 Highly Commended, Emerald Literati Network Awards for Excellence for paper in VINE Journal
2010 Winner, Teaching and Learning Innovation Award
2009 Winner. Inaugural Teaching and Learning Showcase People's Choice Award
2009 Finalist, Inaugural Innovative Teaching and Learning Award
2008 Winner, Community Achievement category, High Impact Achievement Award, HKPolyU
2008 Highly Commended Literati Award for paper in Business Process Management Journal of Emerald
2007 HKPolyU Faculty of Engineering Merit Award in Services (Team)
2006 HKPolyU Faculty of Engineering Merit Award in Services (Team)
2002-5 Professor of Knowledge Management, *Distinguished Professionals Scheme*, The Hong Kong Polytechnic University
2001 CSC *Leading Edge Forum (LEF)* Research Grant
1998- Listed in *International WHO'S WHO of Professionals*
1996 *Finalist in Australian Museum Eureka Award for Industry (*corporate contestant)
1989 *International Joint Conference on AI (IJCAI) travel grant*
1986 *Graphic Directions Scholarship in Knowledge Engineering*
1984 *Arthur Young Scholarship in EDP Audit*

## Other qualifications and training

2008 Taxonomies and Controlled Vocabularies Workshop, 1-31st August 2008, Simmons College, USA
2002 Storytelling Masterclass, 2 days, Sydney
1999 Managing in CSC workshop, 2 days, Sydney
1998 Intensive training course 'Project Management Orientation Simulation (PMOS)' by CSC, Sydney
1997 Japanese Language Proficiency Test (Level 4), *The Japan Foundation & Association of International Education,* Japan
1996 Intermediate Level 5 Japanese language, *JTB Zaidan Australia*, Sydney
1992 Certificate in Photography, *Australian Photography magazine*, Sydney
1987 Xerox Development Environment, *Rank Xerox International*, Marlow, England
1985 EDP Audit training, *Arthur Young International*, Melbourne


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# Publications

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WANG, W.M., CHEUNG, C.F., LEUNG, C.S., TSUI, E. and LI, Z. (2017); Managing narrative knowledge of non-government organizations: a multi-perspective knowledge-based system approach, submitted to Journal of Knowledge Management.

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2008    KIU, C.C., TSE, D. and TSUI, E. (2008); *Semantic Interoperability for Enhancing Sharing and Learning through E-Government Knowledge-intensive Portal Services*, Knowledge Management Asia Pacific (KMAP) 2008 Conference, 11-12th December, Guangzhou, China.

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2006  LAU, A., TSUI, E., LEE, W.B., LAM, C.K. (2006); *Clustered Ontology-based Knowledge Representation of Cases*, Proceedings of the 3rd Asia-Pacific International Conference on Knowledge Management, Hong Kong, 11-14th December, 2006.

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2005  TSUI, E.; *The role of IT in KM: Where are we now and where are we heading?,* Journal of Knowledge Management, Vol. 9, No. 1, February, 2005.

2004  TSUI, E. and LEE, W.B., Collaborative Technologies for the Financial Services Industry, Cutter IT Journal, Vol. 17, No. 12, December, 2004, p25-32.

2002  TSUI, E.; *Tracking the Role and Evolution of Commercial Knowledge Management Software*, in Handbook on Knowledge Management (edited by C.W. Holsapple), Springer-Verlag, Berlin/Heidelberg, 2002.

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1999  TSUI, E.; *Medical Case Manager for OH&S*, The Quality Magazine, Vol. 8, No. 4, August, 199, p32-33.

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1996  DAENGDEJ, J., LUKOSE, D., TSUI, E., BEINAT, P. and PROPHET, L., *Dynamically creating indices for 2 million cases: A real world problem,* Proc. Of the 3rd European Workshop on Case-Based Reasoning, 14-16th November, 1996, Lausanne, Switzerland.

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1995  TSUI, E.; *MIDAS: An expert system for recommending suitable employment*, Proceedings of the Real

World Applications Stream, Australian AI Joint Conference, Canberra, 13-17th November, 1995, p18-25.

1993    GARNER, B., POON. J. and TSUI, E.; *An intelligent assistant to re-configure parameter-driven systems*, Proc. of International Conference on Cybernetics and Systems (ICCS '93), 18th-23rd, January, 1993, New Delhi, p241-254.

1992    BEINAT, P. and TSUI, E.; *Extending COLOSSUS to cover compensation for future economic loss,* Intelligent systems in accounting, finance and management, Vol. 1, 1992, p275-287.

GARNER, B.J., TSUI, E., LUI, D., LUKOSE, D. and KOH, J. (1992); *Progress on an extendible graph processor for knowledge acquisition, planning and reasoning*, in Current Directions in Conceptual Structures Research, Tim Nagle, Jan Nagle, Laurie Gerholz and Peter Eklund (eds.), Ellis Horwood, 1992.

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1991    GARNER, B.J. and TSUI, E; *Strategies for mixed reasoning using a graph-based inference engine*, Knowledge Based Systems, Vol. 4, No. 2, 1991, p75-81.

1989    GARNER, B.J. and TSUI, E.; *Knowledge acquisition and reasoning with a canonical graph model in personal financial planning*, Expert Systems in economics, banking and management, edited by L.F. Pau, J. Motiwalla, Y.H. Pao and H.H. The, Elsevier Science, 1989, p97-108.

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1988    CHAN, M.C., GARNER, B.J. and TSUI, E. ; *Recursive modal unification for reasoning with knowledge using a graph representation*, Knowledge Based Systems, Vol. 1, No. 2, March, 1988, p94-104.

GARNER, B.J. and TSUI, E.; *General purpose inference engine for Canonical Graph Models*, Knowledge Based Systems, Vol. 1, No. 5, December, 1988, p266-274.

1985    GARNER, B.J. and TSUI, E.; *Knowledge Representation for an Audit Office*, Australian Computer Journal, Vol. 17, No. 3, August, 1985, p106-112.

GARNER, B.J. and TSUI, E.; *Recent advances in Computer Audit Research*, The EDP Auditor Journal, Vol. 4, p3-16.

## Services

*University Level, PolyU*

Chair, MOOC Steering Group (2014-7)

Chair, Advisory Committee on ELearning (2012-)

Chair, Blended Learning Advisory Committee (2009-11)

Program Manager, PolyU-edX partnership (2014-)

Facilitator, CoP on Technology-enhanced Teaching and Learning (TETL)

Facilitator, CoP on using Learn@PolyU to enhance Teaching & Learning (2013-7)

Convener, Sub-Working Group on the use of technology & innovative methods for teaching &

learning (2017-)
Member, CoP on Teaching Excellence (2013-7)
Member, CoP on English Abilities (2013-7)
Expert Group member, Jockey Club Design Institute for Social Innovation (2015-)
Member, Working Group on Teaching and Student Learning Experience (2017-)
Member, Organising Committee, Symposium on Excellent Teachers in Teaching Excellence (2014-)
Member, Selection Panel for UGC Teaching Award (2014-)
Member, President's Advisory Committee on Communications and Public Affairs (2013-)
Member, WG on Innovative Learning Space (2013-)
Member, President's Award Sub-panel on Teaching (2013,2014)
Member, Project Steering Comm. for LMS Rebuild (2013-4)
Member, WG on Development and Operation of eLearning (2013-)
Member, Advisory Group, Institutional Large T&D Grant (2013)
Member, Steering Comm. for Enterprise Content Management System (2012-5)

*Departmental Level, PolyU*
Member, Dept Staffing Comm. (2011-5, 2017-2019)
Member, Dept Research Comm. (2013-2014, 2017-2018)
Member, Dept Learning & Teaching Comm. (2013-)
Computer Liaison Officer, ISE (2011-)

*Other organisations*
Judge, QS Wharton STARS Reimagine Education Awards 2017
Member, Advisory Committee, Digital Education Show Asia 2016
Member, Australian Government Consultative Committee on Knowledge Capital (2013-)
Member, Review of the M.Sc.(LIM) program, HKU (2012)
Member, KM Committee, AIIM, USA (2013-)
Member, AIIM Committee for Standards for Education & Learning Programs (2014-)
Member, Adjudicating Panel, Hong Kong Police Service Quality Award 2014
Member, Adjudicating Panel, Hong Kong Police Force Research Award Scheme 2011 and 2015

## Community Services

- Advisory Group member of Breast Cancer Knowledge Online research project, Monash University, 2004-2005
- Volunteer on the National Tree Day in 2002
- Volunteer during the Sydney 2000 Olympic
- Conducted, gratis, a third year course for the University of Sydney in semester 2, 1995
- Host industrial tours for computer science students on a yearly basis from 1990-1996
- Voluntary worker for Sydney's *2000FM* radio station in 1995 and 1996
- Mentor for off-campus students of the University of Southern Queensland
- Student representative to Board of Studies, School of Sciences, Deakin University in 1986
- Volunteer worker in CSC's support team for the City to Surf race in 1998

- Off campus examination invigilator for the University of New South Wales

## Other Appointments

2017    Judge, QS Wharton STARS Reimagine Education Awards 2017
2013    Member, Australian Government Consultative Committee on Knowledge Capital (AGCCKC)
2013    Committee Member, KM Standards, APQC
2013    Full Member, International Association for Knowledge Management (IAKM)
2011-   Honorary Advisor, Knowledge Management, Hong Kong Police
2010-   Honorary Advisor, Knowledge Management, Pico Group
2008    Vice President, Hong Kong Knowledge Management Society
2007    Board Member, Hong Kong Knowledge Management Society
2007-   Founding Member, International Council on Knowledge Management (ICKM)
97-     *Affiliate*, Knowledge Systems Group, School of Computer Science & Engineering, UNSW
97-     *Supervisor*, Doctor of Technology students, Faculty of Sciences & Technology, Deakin University
99-06   *Honorary Associate,* Faculty of Information Technology, University of Technology, Sydney
90-05   *Honorary Associate* (equivalent to the rank of a *Reader*), School of Information Technologies, University of Sydney

## Editor, Editorial Board Member, Guest Editors, Chairs, Program Committee Member / Reviewer

2017    Guest Editor, Special Issue on Knowledge Management and Innovative intelligence, Chiang Mai University Journal of Natural Sciences
2015-   Asian Region Editor, Journal of Knowledge Management
        Associate Editor, VINE Journal of Information and Knowledge Management Systems
        Editorial Board Member, Knowledge and Performance Management
2014    Editorial Board Member, International Journal of Communications Technology for Social Networks
2013    Member, Expert Committee, Asian Student Supercomputer (ASC) competition
        Editorial Board member, International Journal of Intercultural and Information Management
2012    Programme Committee Member, S-BPM, 4-5th April, 2012, Vienna, Austria
2011    Guest Editor of Special Issue in VINE Journal of Information and Knowledge Management Systems Volume 41, Issue 1, 2011
2010    Programme Committee Member, I-KNOW, 1-3rd September, 2010, Graz, Austria
        Programme Chair, International Conference on Intellectual Capital and Knowledge Management (ICICKM 2010)
2010-   Editorial Board member, Journal of Knowledge Management
2010    Member, Program Committee, Practical Applications of Knowledge Management (PAKM), USA
2009-   Member, Scientific Committee, CIGREF Foundation, France
2009-   Editorial Board member, International Journal of Knowledge-Based Organization
2009,   Editorial Board member, International Journal of Business Innovation and Research
2009-   Advisory Editorial Review Board member, International Journal of Knowledge and Systems

Science

2009    Chairman, First session in afternoon, Hong Kong Knowledge Management Conference, 31<sup>st</sup> March 2009, Hong Kong

2009    Program Committee member, MARK Workshop, Requirement Engineering Conference RE09

2009-   Member, IFIP Working Group TC 12.6 on Knowledge Management

2009--  Editorial Board member, International Journal of Knowledge-Based Development

2009-   International Editorial Review Board member, International Journal of Web Portals

2009    Program Committee member, Conference on "Advanced Learning Technologies, Open Contents, and Standards" in ICCE 2009

2009    Technical Program Committee member, Knowledge Cities Summit

2009    Technical program co-chairman, International Conference on Knowledge Management

2009    Guest Editor of Special Issue in Journal of Knowledge Management (Emerald) Volume 13, Issue 2, 2009

2008    Workshop Chairman, Practical Applications of KM (PAKM) Conference

2009    Member of the Program Committee, 1st Workshop on Social Semantics for Linked Data on the Web

Member of the Program Committee, International Conference on Knowledge Science, Engineering and Management (KSEM 2009), 26-27<sup>th</sup> November, 2009, Vienna, Austria

Member of the International Scientific Committee, Knowledge Cities Summit, Shenzhen, China

Member of the Program Committee, I-KNOW 09 , the 9<sup>th</sup> International Conference on Knowledge Management and Knowledge Technologies, 2-4<sup>th</sup> September 2009, Graz, Austria

Co-chairman of Technical Programme, International Conference on Knowledge Management (ICKM) 2009, 3-4<sup>th</sup> December, 2009, Hong Kong

2008-9  Evaluation Panel member, iKMS KM Excellence Awards

2008-   Member of Scientific Committee, Information Systems Dynamics, CIGREF Foundation

2008    PAKM, Practical Applications of Knowledge Management Conference

2008    Web-based Education Conference (WBE)

2007    Chairman, KM Track, KSEM 2007 Conference

2006/8  Technical Program Chairman, Asia Pacific Knowledge Management Conference (KMAP)

2006    Steering Committee Member, Practical Applications of KM (PAKM) Conference
        Chairman

2005-   Editorial Board Member, International Journal of KM Studies

2005-   Advisory Editorial Board member, Knowledge Management Research and Practice Journal

2005    Guest Editor, Technology in Knowledge Management, Journal of Knowledge Management

2003-4  *Chair*, IFIP Working Group TC 12.6 on Knowledge Management
        *Member*, Knowledge Management Certification Board (KMCB)
        *Board of Director*, Knowledge and Innovation Management Professional Society (KMPro) (2003-2004)
        *Member*, Technology and Business Panel, Gartner Group

2003    FLAIRS
        INSTEAD International Conference on Information and Knowledge Sharing (IKS2003)

2002-8  Practical Aspects of Knowledge Management (PAKM)

*2002*   *Member*, Working Group for Standard Australia's MB-007 Knowledge Management
Committee
        *Advisory Editorial Board member*, Journal of Knowledge Management Research and Practice
        *Advisory Editorial Board member,* In Thought and Practice: The Journal of KMPro

*Advisory Editorial Board member,* Journal of Knowledge Management Studies
*Advisory Editorial Board member*, Journal of Information and Knowledge Management
IASTED International Conference on Information and Knowledge Sharing (IKS2002)
Practical Aspects of Knowledge Management (PAKM)
Professorial Selection Committee, Faculty of Science, Information Technology and Education, Northern Territory University

2001-2 Professorial Selection Committee, Faculty of Information Technology, University of Technology, Sydney

2001 *Chairman (Day 2),* KISA Conference, Darling Harbour, Sydney, March, 2001
*Chairman (Day 2),* Business Intelligence World, Darling Harbour, Sydney, November, 2001
*Adjunct Professor*, Royal Melbourne Institute of Technology (RMIT) University
*MBA Visiting Fellow*, Faculty of Business, City University of Hong Kong, June, 2001

2000-3 PC member, Workshop on Learning Software Organisation

2000 3rd International Conference on Practical Aspects of Knowledge Management (organised by Swiss Life)
*Primary Guest Editor*, KBS Journal (Elsevier)'s Special Issue on Knowledge Management, Vol. 13, No. 5, October, 2000
*Tutorial Chair*, Pacific Rim International Conference on Artificial Intelligence (PRICAI)

1999 *Chairman*, Business Intelligence & Knowledge Management Conference, Sydney, September

1999- *Member*, ACS National Committee for Artificial Intelligence and Expert Systems

99-02 *Member*, Community Advisory Committee, Special Broadcasting Services (SBS) Corporation. SBS is Australia's national multicultural radio and television broadcaster.

98,02 *Program Chair*, Australian Applications of Artificial Intelligence Symposium 1999 and 2002

1996- E*xpert Assessor,* Australian Research Council's Large Research Grants Program
Chairman of session at the Pacific Rim International Conference on AI (PRICAI)

1993-5 Chairman of various sessions in the Australian AI Conferences

93-99 PC member, International Conference on Conceptual Structures (ICCS)

1993- *Advisory Editorial Board member*, Knowledge-Based Systems, Elsevier Science, UK

1989 PC member, Australian Joint AI Conference

1996 PC member, Success and Pitfalls of Knowledge-Based Systems for Real World Applications
PC member, Pacific Rim International Conference on Artificial Intelligence (PRICAI)

89-92 PC member, Workshop on Conceptual Graphs

## Professional Memberships

03- Australian Computer Society (ACS)
05- Hong Kong Computer Society (HKCS)
06-7 Hong Kong Library Association (HKLA)

*** END***