



THE CHINESE UNIVERSITY OF HONG KONG

Department of Information Engineering

Seminar

Services Research at IBM

by

Dr. Robert Morris

Vice President

Services Research

IBM Research

Date : 25 May, 2009 (Mon.)

Time : 4:00 – 5:00pm

**Venue : Room 1009, William M.W. Mong Engineering
Building**

The Chinese University of Hong Kong

Abstract

The world is becoming a services economy and we need to use technology drawn from computer science, mathematics and engineering to solve critical problems of productivity and quality of services. Robert will outline work and open problems in this major and growing area at IBM Research.

Biography

Dr. Robert Morris is Vice President, Services Research, IBM Research, where he is responsible for IBM's worldwide research efforts in services. IBM's revenue is now more than 50% from services, and recently IBM Research has introduced this major new area of services research at labs in New York, California, Austin, Haifa, Zurich, Tokyo, Beijing, New Delhi and Bangalore. Representative projects include policy and risk management, human resource optimization, data systems management, business mining and insights, model-driven business designs, services software engineering, etc. IBM is also an early proponent of Services Science, Management and Engineering (SSME). SSME draws heavily on information and computer sciences, mathematics, management and social sciences, etc., and combines them in new ways to create global wealth and solve social problems.

Robert was chairman of the Bay Area Science and Innovation Consortium (BASIC) from 2002-2005, an organization consisting of the heads of major research institutions in Silicon Valley and the San Francisco Bay Area. He represented IBM on the Government University Industry Research Roundtable (run by the National Academies) from 2001-2006. He has published more than fifty articles in computer science, electrical engineering, and mathematics literature and has received eleven patents. He holds a PhD in computer science from the University of California, Los Angeles, and is a member of the IBM Academy of Technology, and a Fellow of the IEEE. He was an Editor of the IEEE Transactions on Computers from 1986-1991 and is on a variety of advisory boards for leading universities.

**** ALL ARE WELCOME ****