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QUALIFICATIONS

- **PhD in Industrial engineering**, Institut National Polytechnique de Grenoble (National Polytechnic Institute of Grenoble), France, 1999.
- **MPhil in Industrial Engineering (compulsory preparatory study year for the Phd)**, Institut National Polytechnique de Grenoble (National Polytechnic Institute of Grenoble), France, 1996.
- **Industrial Engineering Diploma (Master of engineering: Six years of study)**, Ecole Nationale d'Ingénieurs de Tunis, Tunisia, 1995.

VARIOUS TRAININGS AND CERTIFICATES

- **Zayed University** training in 'Competency based interviewing and selection'. HR Training.
- **Zayed University** training in Micromedia Dreamweaver and Perception, 2005.
- **Postgraduate certificate in teaching and learning** (ILTHE-accredited pathway: UK Institute for Learning and Teaching in Higher Education), London Metropolitan University, London, UK, 2003.
- **Research Supervisor's Training Programme**, London Metropolitan University, London, UK. 150 hours of study. September 2002-September 2003.
- **Teaching and Learning in Higher Education**, Onderwijs Service Centrum (Educational service centrum), TU/e (Technische Universiteit/Enidhoven: Technical University Eindhoven), The Netherlands, 2001.

SPOKEN LANGUAGES

- Native: French and Arabic.
- Fluent: English and Swedish.
- Basic knowledge: Italian and Dutch

WORK EXPERIENCE

- **August 2007**→ Associate Teaching Professor of Information Systems, Carnegie Mellon University in Qatar.
- **2004-2007**: Assistant professor in Management of Information Systems, College of Business Sciences, Zayed University, UAE.
- **2002-2004**: Senior Lecturer in Business Information Systems, Computing, Communications and Technology and Mathematics Department, London Metropolitan University, UK.
- **2000-2002**: Assistant Professor in Information and Technology, Department of Information and Technology, Eindhoven University of Technology, The Netherlands.
- **1999-2000**: Visiting Lecturer, Toulouse Management High School (Ecole Supérieure de Commerce de Toulouse, ESC), France.
- **1996-1999**: Research PhD student, Institut National Polytechnique De Grenoble, France.

DETAILED TEACHING EXPERIENCE

Carnegie Mellon University currently taught courses (Undergraduate)

- Concepts of Information Systems,
- Fundamentals of Systems Development,
- Global Systems Delivery (IT outsourcing),
- Global Project Management.

Other Past taught courses and Key teaching interest areas (Undergraduate and Graduate levels)

- Simulation of business processes (Discrete events simulation),
- Systems Analysis and Design (Software engineering),
- Enterprise Information systems and Workflow Management Systems,
- Quality Management,
- Production planning and inventory control,

- MRP systems,
- Business Process Redesign,
- E-commerce and e-government,
- Petri nets
- Information Systems Management, IT strategies
- Object oriented modeling tools and techniques,
- Database Management Systems (relational databases, SQL,...),
- Introduction to IT (hardware, basic software applications, networking...)
- Introduction to Programming (JAVA).

Distant teaching and learning tools and techniques

- “Blackboard” at Zayed University.
- “WebCT” at London Metropolitan University.
- “Study web” at Eindhoven Technical University.

Key software used for teaching and research

- Web authoring: HTML/CSS, Javascripting, Micromedia Dreamweaver, Front Page.
- Database: Access, Oracle (SQL plus).
- CASE tools: Visible Analyst, Gliffy online, Violet.
- Simulation tools: Arena, THORN (Timed Hierarchical Object Related Petri Nets), Taylor II, ExSpect, EDACET (Grafsets simulators).
- Programming languages: JAVA, Turbo Pascal DOS, Borland C++ windows.
- Oracle e-business suite.

ADMINISTRATIVE EXPERIENCE

- Member of the university research committee, CMU-Q (current)
- Member of the First Year Experience Committee, CMU-Q (current)
- Member of the Akhbar editorial board, CMU-Q external publication, (current)
- Member of the Information Systems recruiting committee, CMU-Q (2007-current).

- Member of the CS Education Outreach Committee, CMU-Q (2007-2008).
- 2005-2007 Chair of the College of Business Sciences' IT committee, Zayed University.
- 2006-2007 Member of the University Standing Committee on Educational Technology, Zayed University.
- 2005-2007 Co-chair of the Institutional Resources Working Group for Middle States accreditation, Zayed University.
- 2005-2007 Member of the College of Business Sciences' Research committee, Zayed University.
- 2005-2007 Member of the Zayed University IT users' group.
- 2005-2007 Advisor to the Business Sciences Club, Zayed University.
- 2002-2004 Deputy course leader Bachelor of Science in Business Information Systems. London Metropolitan University.

PROFESSIONAL MEMBERSHIP

- Associate of the Higher Education Academy in UK: Accredited practitioner.
- Member of IRMA (Information Resources Management Association).
- Senior member of SIGMAS (special Interest Group on Modeling and Simulation of AIS the Association for Information Systems)

RESEARCH EXPERIENCE

Current research interests

- Business Process Redesign (BPR), Business Process Modelling
- E-government initiatives.

Outreach

Delivered a workshop on Business Process Management to professionals. May 2008 as part of the 4th Middle East Business Process Management Summit, organised by IIR.

Research grants

- SEED research funding. Awarded by Carnegie Mellon University 2007-2010. "Best practices in Business Process Management and Global Sourcing of IT".

- Zayed University Research Incentive Funding Award for a business process redesign research project “Supporting BPR Implementation: An extended Decision-Making strategy”. Academic year 2006 - 2007
- Zayed University Research Incentive Funding Award for an e-government related research project “Is reengineering supporting the implementation of e-government projects? Past experiences and Lessons learnt”. Academic year 2005 - 2006
- French Regional funding for a research project “Dynamic relationships between Customers and Suppliers”, France 1997-1999
- French Ministry for Foreign Affairs, Scientific Co-operation between Quebec and France funding for a research project “Accelerated Design and Production in a Concurrent Engineering Context”, 1996-1998

Research exchanges and collaborations

- Visiting researcher to the department of Information systems, Faculty of technology management, Eindhoven Technical University, The Netherlands (2006).
- Visiting researcher and lecturer to the Ecole Nationale Polytechnique Marseille, Laboratoire des Sciences de l'Information et des Systemes, France (2004).

Involvement in reviewing processes

Journals Reviews:

- International Journal of Services Technology and Management (IJSTM).
- Management Research News, Emerald publishing
- The International Journal of Value Chain Management.
- The International Journal of e-government research (IJEGR), IGI publishing
- Business Process Management Journal, Emeralds publishing
- Computers in industry Journal, Elsevier publishing

Conferences

- 2009
 - Member of the program committee and reviewer for the BPM Conference.
- 2008

- Reviewer for the International Conference on Information Systems, ICIS, Paris, France, 2008.
- Member of the program committee and reviewer for the 4th International Workshop on Enterprise & Organizational Modeling and Simulation (EOMAS 2008).
- Member of the program committee and reviewer for the 4th Workshop on Business Process Design, satellite event of the 6th Business Process Management Conference, Milan, Italy, 2008.
- 2007
 - Member of the program committee and reviewer for the 3rd Workshop on Business Process Design, satellite event of the 5th Business Process Management Conference, Brisbane, Australia, 2007.
 - Member of the program committee and reviewer for ICEIS 2007 conference, 9th International Conference on Enterprise Information Systems, Funchal, Portugal.
 - Member of the program committee and reviewer for IRMA 2007 conference.
- 2006
 - Member of the program committee and reviewer for the 2nd Workshop on Business Process Design, satellite event of the 4th Business Process Management Conference, September, Vienna, Austria, 2006.
- Earlier years
 - Member of the program committee for the 1st Workshop on Business process Design (BPD), satellite event of the 3rd Business Process Management Conference, 5-7 September 2005, Nancy, France.
 - Modeling and Applied Simulation Conference, 2-4 October 2003, Bergeggi, Italy.
 - ACM 2001 International Conference on Supporting Group Work. September 30 - October 3, 2001, Boulder, Colorado, USA.

Workshops organisation

- Co-organizer of the 4th Workshop on Business Process Design (BPD), Satellite event of the 6th International Conference on Business Process Management, September 2008, Milan, Italy.

- Co-organizer of the 3rd Workshop on Business Process Design (BPD), Satellite event of the 5th International Conference on Business Process Management, September 2007, Brisbane, Australia.
- Co-organizer of the 2nd Workshop on Business Process Design (BPD), Satellite event of the 5th International Conference on Business Process Management, September 2006, Vienna, Austria.
- Chair and Co-organizer of the workshop on simulation of production and services systems, satellite event of the Modeling and Applied Simulation Conference, 2-4 October 2003, Bergamo, Italy.

Research supervision

- Master and MPhil in industrial engineering (France)
- Master in Software engineering and Computer Science (UK)

Editorial work for journals:

- Editorial Board Member of IJEGR
- Editor of the Information Systems Management Special Issue on Business Process Design (with Hajo Reijers, Tom Davenport and Michael Rosemann). To appear 2008.

Publications

International refereed Journals

S. LIMAM MANSAR, H.A. REIJERS, F. OUNNAR. "Development of a decision-making strategy to improve the efficiency of BPR". Expert Systems with Applications (Elsevier), In press, corrected proof, to appear in Vol. 41(1). Available online in Science Direct.

H.A. Reijers, S. Limam Mansar, and M. Rosemann. A Compass for Business Process Design: Letter from the Special Issue Editors. Information Systems Management, 2008 (accepted).

Mariska Netjes, Selma Limam Mansar, Hajo A. Reijers, Wil M.P. van der Aalst. "Performing Business Process Redesign with Best Practices: An Evolutionary Approach". In Enterprise Information Systems IX, Lecture Notes in Business Information Processing. Springer Verlag. *Accepted*. 2008.

H.A. REIJERS, S. LIMAM MANSAR. Best practices in Business Process Redesign: An Overview and Qualitative Evaluation of Successful Redesign

Heuristics. *Omega, International Journal of Management science*, Volume 33, Issue 4, August 2005, Pages 283-306.

S. LIMAM MANSAR, H.A. REIJERS. "Best practices in Business Process Redesign: Case studies". *Computers in Industry*, Volume 56, Issue 5, June 2005, pages 457 – 471.

S. LIMAM MANSAR, H.A. REIJERS. "Best practices in business process redesign: survey results amongst Dutch and UK consultants". *Business Process Management Journal*. Volume 13, Issue 2, year 2007, pp. 193-213.

S. LIMAM MANSAR, H.A. REIJERS, F. OUNNAR. "BPR Implementation: a Decision-Making Strategy". *Lecture Notes in Computer Science*, 3812, pp 421-431. Berlin, heidelberg., Springer Verlag publisher. 2006.

S. LIMAM MANSAR, H.A. REIJERS, F. MARIR. Case-Based reasoning as a technique for knowledge management in Business Process redesign. *Electronic Journal of Knowledge Management*, Volume 1, Issue 2, December 2003.

H. REIJERS, S. LIMAM and W.M.P. VAN DER AALST. "Product-based Workflow Design". *Journal of management information systems*. Summer 2003, Vol 20, No 1, pp 229-262.

C. CEREZUELA, S. LIMAM, D. RIOPEL, 2001. "Processus de développement de produit et ingénierie concourante", *Journal Européen des Systèmes Automatisés*, JESA, vol 35, no 6, 2001, pp. 699 - 726.

S. LIMAM, P. LADET. 1999. "Towards a communicating Petri Net tool for modeling production processes". *Computers & Industrial Engineering*, 37, Number 1-2, October, pp. 493-496.

Refereed and published conference proceedings

S. Limam Mansar and R Weinberg. Global Sourcing of Information Technology in the Middle East: the Case of Qatar. Accepted for publications in PICMET 2008, Portland International Conference on Management of Engineering and Technology, July 27-31 2008, Cape Town, South Africa.

M. Netjes, S. Limam Mansar, H.A. Reijers, and W.M.P. van der Aalst. An Evolutionary Approach for Business Process Redesign: Towards an Intelligent System. In J. Cardoso, J. Cordeiro and J. Filipe, editors, *Proceedings of the 9th International Conference on Enterprise Information Systems (ICEIS 2007)*, 47-54. INSTICC, Setúbal, 2007.

S. LIMAM MANSAR. "E-government implementation: impact on business processes". Proceedings of the IEEE sponsored Third International Conference on Innovations in Information Technology (IIT06). Dubai, U.A.E, November 19-21, 2006, IEEE catalogue number 06EX1543C, ISBN 1-4244-0674-9.

S. LIMAM MANSAR. "E-Government Implementation: a comparative evaluation of websites maturity". CD-ROM/Online Proceedings of the European and Mediterranean Conference on Information Systems (EMCIS) 2006, 6-7 July, Costa Blanca, Alicante, Spain. Editors: Professor Zahir Irani, Mr Omiros D. Sarikas, Professor Juan Llopis, Dr Reyes Gonzalez, Dr Jose Gasco, ISBN: 1-902316-46-0.

S. LIMAM MANSAR, H.A. REIJERS, F. OUNNAR. BPR Implementation: a Decision-Making Strategy. Workshop on Business Process Design, 3rd International Conference on Business Process management. Nancy, France, 5-7 September 2005. Lecture notes in computer science.

S. LIMAM MANSAR and H.A. REIJERS. Best practices in business process redesign: Survey results amongst Dutch and UK consultants. Proceedings of the 2004 Research Conference on Innovations in Information Technology, Dubai 4-6 October 2004.

F. MARIR, S. LIMAM MANSAR. CBR-BPR: A case-based reasoning tool for business process redesign. In I. Seruca, J. Filipe, S. Hammoudi and J. Cordeiro editors, Proceedings of the sixth international conference on enterprise information systems ICEIS, Volume 2, pp 363-368, Porto, Portugal, April 14-17, 2004. ISBN 972-8865-00-7.

S. LIMAM. Using Simulation and Heuristics for Business Process Redesign: combining the *Parallelism* and the *Resequencing* best Practices. Proceedings of the Modelling and Applied Simulation Conference. Pages 111-119. 2-4 October 2003, Bergeggi, Italy. ISBN 88-900732-3-3.

S. LIMAM, H.A. REIJERS, F. MARIR. Applying Business Process Redesign: a case-based reasoning approach. In F. McGrath and D. Remenyi, editors, Proceedings of the 4th European Conference On Knowledge Management. Pages 635-644. Oriel College, Oxford University, UK 18-19 September 2003. Academic Conferences Limited, Reading, ISBN 0-9544577-2-2.

W.M.P. VAN DER AALST, H. REIJERS, and S. LIMAM. 2001. "Product-driven Workflow Design". Proceedings of the Sixth International Conference on Computer Supported Cooperative Work in Design, CSCWD'2001 London, Ontario, Canada. July 12-15, 2001. Pages 397-403. Conference chair: Prof. Mohamed Kamel, Dept. of systems design Engineering, University of Waterloo, Ontario, Canada.

P. LADET, S. LIMAM, F. OUNNAR. 1999. "Decision-Making concerning Production Processes disturbances at supervisory and local levels: a Petri nets approach". CD-Rom of the Second European Control Conference ECC'99. 31 August – 3 September 1999. Karlsruhe, Germany. Invited paper.

S. LIMAM, P. LADET. "An analysis of Petri Nets Composition methods through a Production Process example". Proceedings of IEPM'99, International Conference on Industrial Engineering and Production Management, Glasgow, July 12-15, 1999. Pages 552-561.

S. LIMAM, P. LADET. "Modélisation par réseaux de Petri d'un processus de production soumis à des perturbations". Proceedings of the 3rd International conference on Industrial Engineering 26-28 May 1999. Montreal, Canada. pages 1761-1770.

S. LIMAM, P. LADET. "Towards a communicating Petri Net tool for modeling Production Processes". Proceedings of the 24th International Conference on Computers and Industrial Engineering September 9-11 1998, Brunel University. pages 493-496.

Other refereed and non-published conference contributions

S. LIMAM, P. LADET, V. S. DE ORMIJANA, L. VILLENEUVE. 1998. "A comparative study of modeling tools". CORS /INFORMS Congress. Montreal, Concurrent Engineering Session. 27-29 Mai 1998.