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**Knowledge Discovery and Management, Analytics and Decision Sciences**  
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### Research Interests

Natural Language Processing (NLP); Artificial Intelligence (AI); Social Media Analytics; Social Computing; Computer Human Interaction and Intelligent User Interfaces; Dialogue; User Modelling; Collaboration and Computer Supported Collaborative Work (CSCW); Information Retrieval; Digital Libraries; Data Integration and Data Fusion; Social-Technical Systems.

More generally, with respect to natural language, I am interested in (1) unlocking information contained in textual form so as to make it available for reasoning and decision making – this might be obtaining social insights through NLP and Social Media Analytics, or obtaining information from (textual) enterprise documents or scientific publications; (2) assisting people with their information needs in the digital age, where information is growing at an unprecedented pace and where new types of data are becoming available, (3) understanding how people communicate with each other and with information, and (4) doing large scale text analytics (e.g., on social media) so as to provide domain analysts new data to gain insights in their domain.

### Summary of Research Career and Contributions

I have made fundamental contributions in several areas within natural language processing and user modelling. Early in my career, as a graduate student, my research represented the first major work combining user modelling and text generation in order to automatically generate text appropriate for its intended audience, not just at the vocabulary level. User Modelling and tailoring to a user, also known as personalisation and “tailored delivery”, has had a profound impact in information systems in the last two decades. It is now a common feature, and users often expect it to avoid reading content irrelevant or incomprehensible to them. As a graduate student, I was one of the co-founders of the User Modelling community, now a thriving community with its upcoming 28th annual conference (ACM UMAP: User Modeling, Adaptation and Personalization), grown from a workshop held every two years. (I am on the board of User Modelling Inc.)

With personalisation now routinely embodied in systems, this is a very active area of research, both to improve its scope and mechanisms and to assess its effectiveness. I personally (and with my team) have continued to do work in this area throughout my career. At CSIRO, we were able to demonstrate the feasibility of tailored delivery in the government domain, a domain which is conservative by nature and in which personalisation had not been applied. Our work showed that people would be happy to provide personal details if they received appropriate tailored information. The work paved the way to Centrelink’s implementation of “Payment Finder”. With the push towards citizen-centric government, I expect this research area and my work in it to have further impact.

After graduating, I joined Information Sciences Institute (USC/ISI, Marina del Rey, California), a prestigious research institute, especially for research in Natural Language Processing, Machine Learning and Artificial Intelligence more generally. There, I extended my work to discourse planning for dialogue systems, in the context of enabling knowledge based systems to explain their behaviour. My research represented a major innovation in the computational embodiment of discourse coherence theories and user modelling, building on state of the art planning techniques, to design and develop a flexible system capable of producing personalised documents that could be reasoned about. The ability to reason about the generated documents enables a computational system to participate in a meaningful dialogue (as it can “understand” its own utterances). It also enabled the production of coherent and integrated multimedia documents. The approach and system have been the basis for a number of other generation and multimodal presentation systems and research internationally, including a major research effort on multimodal presentation research at the German Research Centre for Artificial Intelligence (DFKI), where I was invited in 1989. The work underpinned some of my later research, including work on the automatic production of instructions (sometimes in several languages) and software

documentation (in projects funded by the UK's Engineering and Physical Sciences Research Council (EPSRC) and the UK's Department of Trade and Industry (DTI), the European Union Language Initiative (LRE), the Office of Naval Research (ONR, USA). It formed the basis of a major project that we, at CSIRO, carried out for the Boeing Corporation as part of the Wedgetail Early Warning and Control research programme, and of 2 research consultancies for DSTG ([Australian] Defence Science and Technology Group): one in 2004 to help define the architecture for FOCAL (a collaborative multimodal multimedia display environment), still in use in their command and control environment, and, one in 2017 to help them plan a research programme for conversational systems.

Building on my work in discourse planning and producing coherent documents, I started working on the automatic production of coherent multilingual documents (documents produced simultaneously in several languages from the same underlying representation), as an alternative to machine translation. Twenty years onwards, in 2014, this work influenced novel multilingual research at the prestigious University of Tokyo, where I was invited as a Distinguished Fellow by the Japanese Society for the Promotion of Science (JSPS) (for two months at the end of 2014 and again for a fortnight in 2015; and another two months in 2018-2019).

I successfully introduced research in natural language at CSIRO when I joined in 1997, working in collaboration with researchers in Human Computer Interaction. This research area has since developed into a fully-fledged research team. One of my PhD students, Einat Amitay, came from the prestigious Edinburgh University specifically to work under my supervision. Work with Einat Amitay was seminal in text summarisation on the web, in the early days of the web. Einat won the best PhD thesis in Computer Science Award for that year.

I was a co-founder of the Australasian Language Technology Association and one of its early presidents. Together with Professor R. Dale at Macquarie University, I was able to bring the two most prestigious international conferences in Natural Language Processing to Sydney as a combined conference (ACL/Coling) for the first time in 2006.

In 1997, I helped create a permanent leading forum for research in intelligent user interfaces: the ACM International Conference on Intelligent User Interfaces (IUI), a yearly event conceived from the start as a highly selective program focusing on the quality of research, and on the value of the contribution of each accepted paper. Since then, the IUI conferences have established the significance and breadth of the field, and have built a valuable reference body that inspires new research every day across the globe. (I have served as a senior reviewer for the conference since its inception and have been its co-technical chair in 2006, with the conference in Sydney.) I chaired the national conference on Human Computer Interaction (HCI) in 2000 and have been the Chair of the national professional association in HCI (CHISIG: The Computer Human Interaction Special Interest Group of the Human Factors and Ergonomics Society of Australia) from 2001 until December 2015, receiving the CHISIG medal in 2011.

In more recent years, together with my team I pioneered work on social media analysis to help improve government services. The resulting system has been used at the Department of Human Services (DHS) Communication team, and it has helped the NSW State Library be at the leading edge of social media collecting and curating. (While the NSW State Library has used the system for a number of years now, they launched a public interface to the system that we also designed and developed on November 30th. 2017, for International Digital Preservation Day - see <http://www.sl.nsw.gov.au/research-and-collections-significant-collections/social-media-archive>,

<https://www.linkedin.com/feed/update/urn:li:activity:6342134650298863616> and <https://twitter.com/Data61news/status/936361189981921281>). Another social media prototype, the “We Feel” system, was developed originally in collaboration with the Black Dog Institute and Amazon Web Services. It showed (1) the feasibility to go beyond conventional sentiment analysis and study in real time the “pulse of the country” and (2) the use of social media to study mental health. It was the subject of over 120 media articles upon its launch, reaching an audience of about 1.45 Million people. Several organisations around the world download its data via our public interface on a continuous basis (every few minutes). Elements of the two tools just mentioned have been commercialised as part of a larger system. We also developed another prototype the Black Dog Institute to automatically and accurately identify from tweets people at risk of committing suicide. This work was the first of its kind and further work in this direction could have significant impact in mental health. It also was the catalyst for the Black Dog Institute to look at social media as part of their work.

We are still involved in mental health research, investigating emotion regulation using data from an online forum. I obtained a grant from the CSIRO Research office to hire a postdoc for this work, and we are collaborating with Professor Maria Kangas (Department of Psychology) and Dr Diego Mollà-Aliod (Department of Computing) at Macquarie University.

We are also currently pioneering using social media for Social Licence to Operate and for Epidemic Intelligence, the latter in collaboration with Professor McIntyre, the head of the Biosecurity Program at the Kirby Institute, at UNSW. I have received two grants from the CSIRO Research Office to fund two post-doctoral fellows for these projects. Finally, I am currently a PI on a grant from the US Office from Research Integrity (ORI), together with Professor Matt Vassar from Oklahoma University, to evaluate the use of Twitter as Post Publication Peer Review Tool.

In summary, throughout my research career I have shown vision, I have made fundamental contributions to my field of research, and I have demonstrated impact for my work, in terms of both science and its outcomes. An important aspect of my work has been its multidisciplinary approach. Already working at the intersection of two areas (natural language processing and user modelling), I have always pushed the traditional boundaries of my research area, working with and sometimes leading researchers in other areas, e.g., Knowledge Management, Machine Learning, Cognitive Science, Knowledge-Based Systems, Knowledge Acquisition, Translation and Translating Studies, Human-Computer-Interaction, Information Retrieval, Multi-Agent Architectures and Trust Management. My collaborators have included medical experts (e.g., epidemiologists and mental health experts) and communication staff. Another important aspect of my work since at CSIRO is that it is rooted in practical concerns and the desire to have impact. I have also been a very active contributor to the research community, in Australia and internationally, and I have supervised PhD students who have received awards and are having very successful careers.

As Group Leader, my research management duties have grown beyond research in natural language processing and social media analytics. Another research team in my group examines issues of *Inclusive Social-Technical Innovation*: data sharing, market design and design of socio-technical systems, with particular attention to equity and the future of work in the age of Artificial Intelligence, and, now, post-pandemic. As a group, we are also looking at issues of trust in technology, AI and automation, and explainable AI.

### Academic qualifications

- 1987 PhD, Computer Science (Computational Linguistics) Columbia University, New York (USA). October 1987  
Dissertation title: "The Use of Explicit User Models in Text Generation: Tailoring Object Descriptions to a User's Level of Expertise". Thesis Advisors: Professor Kathleen McKeown and Dr. Michael Lebowitz
- 1982 M.S, Computer Science, Columbia University, New York (USA)
- 1980 B.A., Computer Science (Honours); University of California at Berkeley, Ca (USA).

### Professional positions held

- 09/2017 - present CSIRO Data61 –Chief Scientist
- 07/2017 – present CSIRO Data61 – Chief Research Scientist and Group Leader for Knowledge Discovery and Management, as part of the Analytics and Decision Sciences Research Programme. This group currently includes two research teams: *Language and Social Computing* and *Organisational and Socio-Economics Sciences*. Until a restructure in 2018, the group also included the following 3 teams: *Information Engineering*, *Cognitive Informatics* and *Human Dynamics*.
- 10/1996 – 07/2017 CSIRO, Sydney. Senior Principal Research Scientist – Group Leader for "Knowledge Discovery and Management" since April 2014. Previously Science Leader (for *Human Factors*), Team Leader (*Language and Social Computing*) and Project Leader (for numerous projects).
- 12/1993 – 07/1996 Principal Research Fellow, Information Technology Research Institute (ITRI), University of Brighton (UK).

09/1992 – 08/1994	Assistant Research Professor, Department of Computer Science, University of Southern California (USC). Joint appointment with USC and ISI. (USA).
07/1990 – 08/1994	Project Leader, University of Southern California/Information Sciences Institute (USC/ISI, USA).
11/1987 – 07/1990	Staff Research Scientist, University of Southern California/Information Sciences Institute (USC/ISI, USA).
1981 - 1987	Graduate Research Assistant. Columbia University: Computer Science Department. New York (USA).

#### Other appointments since being at CSIRO

2018 – present	<b>Affiliated Faculty</b> , Laboratory for Dialogue Research, Monash University, Faculty of Information Technology
2016 – present	<b>Honorary Professor</b> , Macquarie University, Sydney, Australia
02-2016 - present	<b>Adjunct Professor</b> in the School of Science in the College of Science, Engineering and Health, RMIT, Melbourne
09/2015 - present	<b>Honorary Professorial Fellow</b> at the University of Wollongong
2014 – 2014	<b>Adjunct Professor</b> at the Department of Engineering and Computer Science, ANU, Canberra
1997 - 2014	<b>Adjunct Professor</b> in the Division of Information and Communication Sciences, Macquarie University, Sydney
1997 - 2012	<b>Honorary Associate at the School of Information Technologies</b> , Sydney University, Sydney
2004 - 2010	<b>Member of the Executive Board of HCSNet</b> , the ARC Network for Human Communication Science
2002 - 2007	<b>Member of the Advisory Board of ICAN</b> (Innovative Collaborations Alliances Networks), a Key Research Centre at UTS, Sydney

#### Visiting Researcher Fellowships

15/05 – 15/06/2020	Visiting Researcher at the Bielefeld University's Center for Interdisciplinary Research (ZiF), Germany, to participate in research and discussion with the Multimodal Rhetoric in Online Media Group. (All expenses including airfare paid – The visit was cancelled due to the covid-19 situation and meeting held online.)
12/2018 – 01/2019	Distinguished Fellow at the University of Tokyo, Japan; Funded by the Japanese Society for the Promotion of Science (JSPS)
10/2015 & 16	Distinguished Fellow at the University of Tokyo, Japan. Funded by the University of Tokyo, Japan
10-12/2014	Distinguished Fellow at the University of Tokyo, Japan – October 2014 – December 2014; Funded by the Japanese Society for the Promotion of Science (JSPS)
12/2004 – 01/2005	Visiting Professor, University of Bremen, Germany. Funded by the University of Bremen
05/2004	Guest Researcher at Fraunhofer/IPSI and Guest lecturer at the University of Bari, Italy (funded by the host organisation)
06/1997	Guest lecturer at the University of Bari, Italy. Funded by the University of Bari
05-06/1995	Guest Researcher at LAFORIA (Institut Blaise Pascal, associated with CNRS, the National Research Center in France), Paris, France (funded by the host organisation).

- 05-06/1992                    Guest Researcher at IPSI-GMD (The Gesellschaft für Mathematik und Datenverarbeitung), Darmstadt, Germany (funded by the host organisation)
- 05-05/1989                    Guest researcher at the The Institut für Angewandte Informationsforschung, and at the University of Saarland, Department of Artificial Intelligence, University of Saarland; Saarbrücken, Germany (both funded by the host organisations)

## Publications and Citations

<b>Books/Book chapters</b>	28
<b>Journal articles</b>	65
<b>Edited Collections</b>	18
<b>Refereed Conference/Workshop articles</b>	233
<b>Technical/Client Reports</b>	Over 63
<b>Invited Presentations</b>	77
<b>Patents &amp; Invention Disclosures</b>	3

<b>ISI</b>	830
<b>Google Scholar</b>	7381
<b>h-index</b>	39

## Science Impact

I have pioneered several important research areas since my work in graduate school, showing vision and demonstrating impact, in terms of both science and its outcomes. My work has been influential in my field:

- My thesis research represented the first major work in user modelling and text generation. I helped create the User Modelling and the Intelligent User Interfaces research communities, both now thriving communities. User Modelling and tailoring to a user (personalisation) is now common in most information systems;
- My work on discourse planning for dialogue systems has been the basis for a number of other generation and multimodal presentation systems and research internationally;
- My work on discourse planning and the generation of multilingual texts influenced some recent multilingual research at the University of Tokyo (Japan), where the student I co-supervised received the University Medal;
- Work with my PhD student Einat Amitay (who received the best PhD in Computer Science award for that year) was seminal in text summarisation, in the early days of the web;
- My work has been published in high impact journals such as Association of Computing Machinery (ACM) Computing Surveys, which has the highest impact factor among all Computer Science journals (IF: 5.55 in 2017); Web Semantics (5 year IF: 2.335); and UMUI (User Modelling and User Adapted Interaction: 3-yr ISI Impact Factor 2014: 3.037; Ranked #3 among 26 journals in Computer Human Interaction (CHI), # 20 amongst 445 Computer Science journals, and #7 among 772 journals in Education). It has also been regularly published at highly prestigious conferences where acceptance rates are below 20%.

My work has also had impact in terms of its outcomes:

- Our work on tailored delivery was applied in several Boeing projects in mid-2000, at DSTG, and in a project within the Human Services Delivery Research Alliance (HSDRA), a 4-year research alliance between the Department of Human Services and CSIRO. In HSDRA, it demonstrated the feasibility to do tailored delivery in the government domain, and an evaluation showed that people would be happy to provide personal details if they received appropriate tailored information; the work provided the basis and thinking for Centrelink's implementation of "Payment Finder".
- We pioneered work on social media analysis to help improve government services. The work informed the social media strategy and use of the Department of Human Services (DHS) Communication team, and it has helped the NSW State Library be at the leading edge of social media collecting and curating. The tool is employed by a number of other organisations and some of its modules are being commercialised.

- Our work on profiling web sites to understand users' experiences is now used as part of DHS' communications toolbox.
- Our work on an Online Community to support Welfare Recipients was the first of its kind and provided many insights to DHS.
- Our "We Feel" prototype in collaboration with the Black Dog Institute and Amazon Web Services showed (1) the feasibility to go beyond conventional sentiment analysis and study in real time the "pulse of the country" and (2) the use of social media to study mental health. It was the subject of over 120 media articles upon its launch, reaching an audience of about 1.45 Million people. Numerous organisations download its data via our API (close to 91K users since its launch, with over 400K page views – Google Analytics);
- I started the research on Natural Language Processing at CSIRO when I joined in 1997. This has developed into a fully-fledged research team, and other work in another research programme in the organisation.

## External Funding obtained at CSIRO (1997 – present)

I am including funding obtained since being at CSIRO. Note that, when I became Chief Scientist, I mostly stopped seeking funding personally to attend to other duties. (I of course continued to support my staff getting funding.)

Grant from the US Office of Research Integrity (ORI), with Matt Vassar (Oklahoma University, USA)	September 2019 – September 2020	Aus\$ 100K (approx.)
Project with IPCN (Independent Planning Commission NSW)	April – June 2018	Aus \$ 40K (approx)
Project with the Australian Film, Television and Radio School (AFTERS)	2017 – 2018	Aus \$ 50K
Project with DSTG (Defence Science and Technology Group)	March 2017 – March 2018	Aus \$ 100K (approx)
Project with DSTG	March 2016 – March 2017	Aus \$ 100K (approx)
Project with the Boeing Corporation	Dec 2015 – Sept 2016	Aus \$ 800K (approx)
Documenting the NSW Elections (State Library of NSW)	November 2014 – May 2015	Aus \$ 60K
Social Media Monitoring tool licenses (through the Early Adopter Programme)	2015	Aus \$ 40K
Project with the Boeing Corporation	January –October 2015	Aus \$ 251K (approx)
End To End Digital Older Australians (HSDRA)	July - Aug 2014	Aus \$ 160K
We Feel (Black Dog Institute; AWS)	Feb - May 2014	Aus \$ 25K in-kind
Suicidal Ideation in Social Media (Black Dog Institute; NSW Mental Health Commissioner)	Nov 2013 – Aug 2014	Aus \$ 25K
Online Community for Parents (HSDRA)	2012 - 2013	Aus \$ 857K
Dovetail - Using Social Media Monitoring to Manage Call Centre Demand: a feasibility study (HSDRA)	2013	Aus \$ 250K
Social Networks for Human Services" (HSDRA)	2009 - 2012	Aus \$1,970K
Early Adopters Group (EAG) – a number of organisations	2013 – now	Aus \$ 800K
Electronic Lab NoteBook (UNSW)	2011 – 2013	Aus \$ 200K
EDKMS1, 2 & 3 (Enhanced Dynamic Knowledge Management Systems): Tailored Documents and The Knowledge Factory. DFDMSA (Data Fusion Data Management and Situation Assessment): Task based information delivery (Projects partially financed by Boeing) – part of a \$5M project	2003 - 2007	Aus \$ 2.5M
Framework for the Design of Intelligent Multimedia Presentation Systems for FOCAL. (Project funded by DSTO)	2003	Aus \$ 55K
The automatic generation of software documentation – a strategic research project with funding from ONR (Office of	1996 - 2002	US \$ 989K (equivalent to over Aus \$1.5M)

Naval Research, USA – I was the only researcher outside the USA to receive an ONR grant)		
<b>Total</b>		<b>Aus \$ 10,883,000</b>

### Detailed Research Interests

My main research interests lie in the areas of Natural Language Processing (or Language Technology), a subarea of Artificial Intelligence, User Modelling and Human-Computer Interaction. Since my PhD work, I have studied contextualised information delivery, issues related to multilinguality and multimodality, dialogue systems, instruction generation, authoring tools, task modelling, and Controlled Natural Languages. In the past decade, I have been working on social computing (including social media text analysis and social network analysis), automatic text summarisation, and online communities. Our most recent work includes combining text analytics with statistics for Epidemic Intelligence, Mental Health and Social License to Operate, and employing a mixed-methods approach to capitalise on the strengths of both data science and human interpretation, while mitigating against the weaknesses of both.

More generally, I am interested in understanding how people communicate, in facilitating communication with information and information environments, in making sense of big data and in obtaining information from textual data (e.g., social media, enterprise documents, scientific publications) to support decision makers and enable more reasoning. My research group has developed applications to aid knowledge workers find the information they need, understand an information space and exploit new sources of data (such as social media). Our work has been applicable to a variety of domains, including health, business intelligence, environment, media monitoring, customer-relationship, service delivery, e-research, IP management, surveillance, etc.

An important aspect of my work has been its *multidisciplinary approach*. The teams I have led have included scientists from Natural Language Processing, Information Retrieval, Knowledge Management, Machine Learning, Social Scientists, Economists, Statisticians, Cognitive Science, Knowledge-Based Systems, Knowledge Acquisition, Translation and Translating Studies, Human-Computer-Interaction and Multi-Agent Architectures. My collaborators have included mental health experts and communication staff. Another important aspect of our work is that it is rooted in *practical concerns*: We try to understand the users' needs and constraints and design solutions to address them.

### Work Experience: Details

- September 2017 – present:** Chief Scientist, CSIRO Data61. As Chief Scientist, I oversees the scientific activities of the Business Unit, ensuring science excellence and science relevance; I have responsibility for the PhD scholarship programme, a number of collaboration activities, and other science-related activities. I liaise with Chief Scientists from other CSIRO Business Units on all matters related to science and scientific excellence at CSIRO. In 2018-2019, I had to coordinate a major external review regarding our science, our impact and our innovation capacity. This is a review by an international expert panel that CSIRO requires about every 5 years for all of its Business Units. As I am still a Group Leader, I am also involved in funding proposals, in guiding the research of my group, and in the science itself.
- October 1996 - present:** Chief Research Scientist since July 2017, Senior Principal Research Scientist prior to that, CSIRO, Sydney, Australia. I have been in a number of roles at CSIRO. While always at CSIRO, the names of my Business Unit and my team and group have changed over the years, as a result of various restructuring at CSIRO.
  - April 2014 – present:** CSIRO Data61, previously Digital Productivity Flagship. I am the *Group Leader for the Knowledge Discovery and Management*. Our research in this group addresses the information challenges posed by the new information environment that has emerged from the Web 2.0 and its general uptake. This new environment has a high data volume, new sources of data and a variety of sources and formats. Our research aims to provide enhanced investigative analytics to support business, government and research. We also examine the challenges faced by society with the increasing deployment of computational- and AI-based technology, aiming to understand the impact digital transformation can have. The group currently consists of two main research teams: *Language and Social Computing* and *Organisational and Socio-Economic Science*. Collectively, we look at linking, integrating, analysing and synthesising data, both unstructured (i.e., text, including social media) and structured,

taking the context into account, with the aim of uncovering new knowledge, providing highlights and insights tailored to the users' needs and context. We also study the societal impact of digital technologies, employ economics for modelling and prediction in various domains (e.g., financial), and for designing new markets (e.g., carbon market), and apply behavioural economics to influence behaviour. As Group Leader, I work with the team leaders to set the strategic directions and vision of the group, its science excellence and impact, its financial sustainability, and the mentoring of people in the group. I am also the co-supervisor of 2 postdoctoral fellows. Finally, I am an active participant in the research related to my research area. (Prior to our last restructuring in September 2018, the group also included the following teams: *Information Engineering, Cognitive Informatics, Human Dynamics.*)

- **October 2013 – March 2014:** CSIRO Computational Informatics (CCI), Sydney, Australia. Team Leader of the research team *Language and Social Computing*, and leading several projects, including the largest project within the Human Service Delivery Research Agenda (HSDRA), a 4 year research alliance between CSIRO and the Department of Human Services: “Online Community for Parents” (Aus \$ 857,258).
- **October 2004 – September 2013:** Information and Communication Technology (ICT) Centre, Sydney, Australia. Science Leader for the *Human Computer Interaction* Science Area. Leading the *Tailored Delivery* research group, then the *Search, Language and Social Media* research team. Leading numerous projects, including the largest project within HSDRA: “Social Networks for Human Services” (Aus \$1,970K project over 3 years), comprising 4 activities (Easy Web Browser, Tailored Delivery, Social Media Analysis and an Online Community for Parents).

As a Science Leader, I was responsible for the quality of the science and research in Computer Human Computer (formerly “Human Factors”) across the Centre and for helping researchers further their careers. I also set the vision for the science area.

- **October 1996 – September 2004:** CSIRO Mathematical and Information Sciences (CMIS). Leading the research team: *Intelligent Interactive Technology* and a number of projects in that area, including a large project funded by the Office of Naval Research (ONR, USA) on automatic documentation (a 6-yr US \$ 989K strategic research project -- I was the only researcher outside the USA to receive an ONR grant).

This research team was formed under my leadership and is now led by another researcher whom I have mentored to take this role. The team conducts research in text analysis to facilitate access to information, thus reducing information overload, help identify issues and trends, and improve communication between humans and information. Our activities include research into, design and development of:

- *Tools to analyse social media.* This works includes developing tools to support people who monitor social media. Our Social Media Monitoring tools are used by a number of organisations – see, e.g., conference articles (Wan & Paris, 2014; Barwick *et al.*, 2014), and some modules have been commercialised as part of a larger tool. More recently, we have started developing tools to help other scientists uncover knowledge from social media data -- e.g., *We Feel*, in collaboration with the Black Dog Institute, to uncover emotions in Twitter – see journal article (Larsen *et al.*, 2015); other work with the Black Dog Institute to identify suicidal ideation in Social Media – see journal article (O’Dea *et al.*, 2015); work on mining social media for adverse drug events and epidemic intelligence – see journal articles (Joshi *et al.*, 2019; 2020); and work on Social Licence to Operate - see conference articles (Chang *et al.*, 2018; 2019; 2020).
- *Summarisation systems*, in particular to provide contextualised overviews (of, for example, research articles) – see journal article (Wan *et al.*, 2010);
- *Online communities*, looking at how to motivate people to engage, change their behaviour, and studying issues of sustainability – see journal articles (Paris, *et al.*, 2013; Paris *et al.*, 2018) or conference article (e.g., Bista *et al.*, 2012);
- *Tailored Information Delivery:* Develop mechanisms for the design of intelligent presentation information systems, i.e., systems that reasons about which information is appropriate for a user in a specific situation, and present it in a coherent way, using language the user can understand – see journal article (Colineau *et al.*, 2013).



In all the activities mentioned above, we perform a users' requirement analysis when possible, and conduct research into methodologies and tools. We design and develop prototypes when appropriate and, if practical, do user studies. Our aim is to ensure that the resulting prototypes are appropriate for their context of use and fit into the end-users' environment. We have had projects with external clients in all these activities.

### **Some specific projects at CSIRO, and funding obtained:**

- *The Evaluation of Twitter as a Post Publication Peer Review Tool*, with funding from the US Office from Research Integrity (ORI), together with Professor Matt Vassar from Oklahoma University. 1 year grant (September 2019 – September 2020), about Aust \$100K for CSIRO.
- *Syndromic Surveillance*, also called *Epidemic Intelligence*, with internal funding from CSIRO, in collaboration with Professor Raina McIntyre, head of the Biosecurity Program at the Kirby Institute, UNSW.
- *Developing a dialog system*, with DSTG, 2016-2018 (about Aus \$ 100K/year): supporting DSTG in developing a dialog system in an information environment.
- *Social License to Operate*, with the Independent Planning Commission NSW (IPCN) 2018 (40K): identifying reasons for the various stances expressed in public submissions in response to the state soliciting opinions about various public projects.
- *Social Media Analytics for the entertainment industry*, with AFTRS (Australian film, Television and Radio School), 2017-2018 (50K).
- Collecting Social Media for a Library Digital Collection, with the State Library of New South Wales (SLNSW) (since 2012, with about 100K per year): developing a system to enable the library to collect, curate and view a digital collection based on discussions on social media in the state.
- *We Feel*, 2014, in collaboration with the Black Dog Institute and Amazon Web Services, to provide “the pulse of the world”. With in-kind funding (Aus \$ 25K) from Amazon Web Services. The system attracted over 120 media articles/interviews after its launch in May 19-20<sup>th</sup>, 2014.
- *Mental Health and Social Media* (2013 - 2014). In collaboration with the Black Dog Institute, with funding from the NSW Mental Health Commissioner (Aus \$ 25K), and in-kind funding from both the Black Dog Institute and CSIRO.
- Early Adopters Group and Adopters Group: organisations adopting our Social Media Monitoring tools. We support these organisations and, through an understanding of their needs, develop the tools further (over Aus \$ 800K since March 2012).
- Projects within the Human Service Delivery Research Agenda (HSDRA), a 4 year alliance between CSIRO and the Department of Human Services (2011 – 2014). All our projects were with the Communications Team of the Australian Department for Human Services (DHS), investigating a number of ways to improve government-citizens communication and service delivery. I defined and scoped our projects:
  - *EndToEnd Digital Older Australians*. (2014) – Aus \$ 160K. This project aimed to understand why older Australians call Smart Centres instead of using Online Services. (Aus \$ 160K.)
  - *Dovetail* – Using Social Media Monitoring to Manage Smart Centre Demand: a feasibility study – about Aus \$ 250K (2013).
  - *Online Community for Parents* – Over Aus \$ 857K (2013).
  - *Social Network for Human Services* – This first project included a number of activities: tailored delivery, social media monitoring, web analytics, and the precursor to the Online Community for Parents (\$1,970K project over 3 years) (2011-2013).
- *Electronic Lab notebooks and e-research*, a project financed by the Library Services at UNSW, Aus \$ 200K for 2 years, and a contribution of 10K GBP from the University of South Hampton, UK (2011-2012).
- *In-Browser Summarisation (IBES)*. IBES produces summaries tailored to a user's needs. The prototype was developed on Wikipedia: IBES produced a summary of a linked document taking the reading context (the linking document) into consideration (2010).
- *CSIBS (Citation Sensitive In-Browser Summariser)*, a system similar to IBES, deals with scientific literature. The prototype was developed as part of the Elsevier Grand Challenge for which we were finalists (2010).
- *SciFly*: Tailored brochure generation (project financed by CSIRO). The system was used during CeBit for two years to provide brochures to the CSIRO booth visitors.

- *EDKMS 1, 2 & 3 (Enhanced Dynamic Knowledge Management Systems): Tailored Delivery and The Knowledge Factory, and DFDMSA (Data Fusion Data Management and Situation Assessment):* Task based information delivery. (Projects partially financed by Boeing – part of a \$5M project, 2003-2007).
- A Framework for the Design of Intelligent Multimedia Presentation Systems for FOCAL - An architecture proposal for FOCAL. Project funded by DSTO. May 2003. \$ 55K.
- *Myriad*: A contextualised information retrieval and delivery architecture (project financed by CSIRO). EDKMS, DFDMSA, Skil and SciFly were all developed with Myriad.
- *WAUTER: Web-sites Automatic Usability Testing EnviRonment*. With Dr Sandrine Balbo; Project financed by the University of Melbourne and CSIRO (2004 – 2005).
- *Isolde*, a 6-yr strategic research project funded by the Office of Naval Research (ONR) in the United States (US \$ 989,000). Isolde aimed at developing an authoring tool for on-line help for interactive software systems. Isolde was the only project awarded an ONR grant outside the USA.

As a Team Leader, I was responsible for providing research vision and direction, directing the research proper, obtaining funding, managing the group, managing the projects, ensuring their success, and liaising with the executive management. I was also responsible for mentoring my team members and helping them in their careers. Finally, I was (and still am) an active participant in the research.

Upon arriving at CSIRO, I started a seminar series (the HAIL seminar, where HAIL stands for Hci, Artificial Intelligence and Language). It run continuously for over 16 years and was an important contribution to the division and the local research community. The seminars stopped as a result of a major restructure and a move to different facilities which made it harder for some people to attend.

My first years at CSIRO, I was the principal investigator (PI) of *Isolde*, a 6-yr strategic research project funded by the Office of Naval Research (ONR) in the United States (US \$ 989,000). (I arrived with the grant, and was successful in renewing it. I was the only researcher outside the US with an ONR grant at the time.) *Isolde* aimed at developing an authoring tool for on-line help for interactive software systems. *Isolde* integrated documentation production within the software development life cycle by exploiting advances in software engineering, human-computer-interaction (HCI) and language technology. *Isolde* could be used to generate instructions for a variety of domains.

- **December 1993 - July 1996: Principal Research Fellow, Information Technology Research Institute (ITRI), University of Brighton.**

At the ITRI, I worked on the automatic generation of instructional texts in multiple languages. Starting with a language-free representation of text content, we employed linguistic resources to generate the text as appropriate in each target language. This is an alternative to machine translation in some contexts. Our research was being applied within two major projects, for which working prototypes were implemented:

- **DRAFTER**: it generated multilingual instructions on how to use software programs -- in English and French; funded by the UK's Engineering and Physical Sciences Research Council (EPSRC) and the UK's Department of Trade and Industry (DTI) – this work forms the basis of some current work on the production of text in multiple languages in Japan;
- **GIST**: it generated multilingual instructions for filling out bureaucratic forms -- in English, Italian and German, funded by the European Union Language Initiative (LRE).

Both projects involved industrial partners, who were potential users of the technology, including a company involved in translation and a software company.

While actively involved in the research for both projects, I was the Principal Researcher for the UK-funded project, and was thus responsible for coordinating that project, ensuring the successful completion of the research.

- **September 1992 - August 1994: Assistant Research Professor, Department of Computer Science, University of Southern California (USC).** Joint appointment with USC and ISI.

- **July 1990 - August 1994: Project Leader, University of Southern California/Information Sciences Institute (USC/ISI).**

As project leader, I coordinated EXPECT, a programme of research funded by the Advanced Research Program Agency (ARPA) to support the construction, maintenance and documentation of knowledge-based systems (US \$ 1,350, 000). EXPECT was the object of an Invention Disclosure. In addition to the coordination of the work in this large-scale project, I was personally involved in three research directions:

- The development of robust multi-sentential text planning and generation systems that (a) can tailor their output to users and situations, (b) can dynamically provide appropriate examples integrated with the surrounding textual explanations, (c) can participate in dialogues with the user, and (d) are able to adapt their behaviour based on feedback from the user;
- The construction of knowledge-based systems to enable automatic documentation, which also involves identifying the demands of automatic documentation on a system;
- The development of tools to facilitate the knowledge acquisition and knowledge refinement tasks.

I also obtained a grant from the National Science Foundation (NSF) with Dr. John A. Bateman to work on tailoring linguistic expressions: 'Phrasing text according to the situation'. (3 year grant, US \$ 225,000).

- **November 1987- July 1990: Staff Research Scientist, University of Southern California/Information Sciences Institute.**

I was a research member of the Explainable Expert Systems (EES) project. The goal of EES was to develop a framework for building expert systems that could produce appropriate natural language explanations of their knowledge bases and behaviour. I was responsible for the natural language aspect of the system, concentrating on two tasks:

- The production of a wide variety of explanations appropriate for their intended user. This involved developing mechanisms for making the control of the generation process, at all levels of linguistic realisation (i.e., content, structure and phrasing of a text), sensitive to users and situations.
- The design and implementation of a dialogue explanation system. Together with Johanna Moore, then a Ph.D. student at U.C.L.A., now a Professor at the University of Edinburgh (Scotland), I developed the first text planning system that can support dialogue (in context) and recover from misunderstood explanations. This system is now used by researchers at several institutions, and served as the basis of the presentation planning mechanism of WIP, one of the major multi-media projects in the world (at the DFKI, The German Research Center for Artificial Intelligence, Saarbrücken).

I also participated in many aspects of the design of the framework as a whole.

- **1981-1987. Columbia University: Computer Science Department. New York. Graduate Research Assistant.**

During this period, I worked on dissertation research in the area of Natural Language Generation and User Modelling. More specifically, I looked at the problem of automatically generating multi-sentential texts appropriate for a user given his/her level of domain knowledge. The domain under consideration in that work was the generation of encyclopaedia-like descriptions of complex physical objects.

#### Visiting Researcher Fellowships: Details

- **May – June 2020:** Visiting Researcher at the Bielefeld University's Center for Interdisciplinary Research (ZiF), Germany, to participate in research and discussion with the Multimodal Rhetoric in Online Media Group. All expenses including airfare paid. In the end, the visit was cancelled due to the covid-19 situation and the meeting was held online.
- **December 2018 – January 2019:** Distinguished Fellow at the University of Tokyo, Japan –Funded by the Japanese Society for the Promotion of Science (JSPS). I was invited to work with Professors Kyo Kageura and Mr Shuntaro Yada on social media analytics in the context of digital libraries and library sciences.

- **October 2015:** Distinguished Fellow at the University of Tokyo, Japan. Funded by the University of Tokyo, Japan, invited by Professor Kyo Kageura.
- **October – December 2014:** Distinguished Fellow at the University of Tokyo, Japan – October 2014 – December 2014; Funded by the Japanese Society for the Promotion of Science (JSPS). I was invited to work with Professors Kyo Kageura and Anthony Hartley and Mr Rei Miyata on the production of multilingual texts in the government domain (municipal texts in Japan), using a controlled language and discourse structure. During this time, I was invited to visit and give talks at several institutions in Japan, including: Tsukuba University, IBM Japan and NII (National Informatics Institute).
- **December 2004 – January 2005:** Visiting Professor, University of Bremen, Germany. I worked with Professor Dr John Bateman on producing texts appropriate for a user and situation (“register-controlled” generation, or generation with “stylistic constraints”). Funded by the University of Bremen.
- **May 2004 – funded by the host organisations.**
  - **Guest Researcher at Fraunhofer/IPSI;**
  - **Guest lecturer at the University of Bari, Italy.**
- **June 1997: Guest lecturer at the University of Bari, Italy:** invited to give a one-week cycle of Seminars at the University of Bari, as part of the course on Intelligent Interfaces (5th year of a curriculum in computer science). Funded by the University of Bari.
- **May 1995 - June 1995. Guest Researcher at LAFORIA (Institut Blaise Pascal, associated with CNRS, the National Research Center in France), Paris, France.**

I worked with Dr. Brézillon on Intelligent Collaborative Systems, in the context of helping technical authors interact with an automatic multilingual drafting tool. We also looked at the issues of coupling CASE tools with Natural Language Generation systems. Funded by LAFORIA.

- **May 1992 - June 1992. Guest Researcher at IPSI-GMD (The Gesellschaft für Mathematik und Datenverarbeitung), Darmstadt, Germany.**

I worked with Dr. John Bateman on developing mechanisms for making the control of the generation process sensitive to users and situations. Funded by GMD. During this time, I was invited to visit and give talks at several institutions in Europe, including:

- EDF/Renault/IBM Joint Symposium on Artificial Intelligence (AI), Paris, France;
- Centre National des Arts et Métiers (CNAM), Paris, France;
- Ecole Nationale d'Aéronautique, Toulouse, France;
- Information Technology Research Institute (ITRI), Brighton Polytechnic, Brighton, UK.

- **May 1989 - June 1989. Guest researcher at:**

- The Institut für Angewandte Informationsforschung in Saarbrücken, Germany, studying the potential uses of user models in machine translation, with Dr. Erich Steiner.
- Department of Artificial Intelligence, University of Saarland, Saarbrücken, Germany. I was invited in the XTRA project to work on user models, generation and expert systems, in collaboration with Dr. Alfred Kobsa and Dr. Norbert Reithinger.

During this time, I was also invited to visit and give talks at several institutions in Germany, including:

- DFKI, Saarbrücken;
- Forschungszentrum Informatik an der Universität Karlsruhe (FZI);
- The Gesellschaft für Mathematik und Datenverarbeitung (GMD), Darmstadt;
- University of Duisburg, Department of Computer Science.

#### Training beyond my formal education

- **Research Integrity Advisor, 2020**
- **Ethics, 2017**

- **Leadership for Women**, 2016-2017.
- **Advanced Leadership Course at CSIRO**, a 3-week intensive resident course, 2013.
- **Communication courses**, 2004.
- **Media skills course**, 2002.
- **Leadership Course at CSIRO**, a 3-week intensive resident course, 2001.
- **Time Management course**, 2001.
- **Research Management Program at CSIRO**, a 3-week intensive resident course, 1996.
- **OO and Java**, 2-day course.
- **HCI: user centred design and usability**, 2-day course.

## Academic Honours and Awards

2019	Elected Fellow of the Royal Society of New South Wales (RSNSW)
2019	Two Merit Awards at the iAwards 2019 for our work for LeaseInfo (Accurait): Business Service Markets and Infrastructure & Platforms Innovation of the Year
2016	Elected Fellow of the Australian Academy of Technology and Engineering (ATSE)
2015	ACS Disruptor Award (for ESA, Emergency Situation Awareness, a system developed in Dr Paris' group).
2015	Two Certificates of Appreciation in recognition of significant achievements in project delivery and customer engagement (with Boeing Corporation and the State Library of New South Wales). CSIRO Data61
2015	Team Award for direct impact on project delivery and Customer/client engagement, CSIRO Data61
2015	Two best paper awards in 2015. (WISE 2015 - Web Information Systems Engineering, and IEEE Big Data Cloud 2015)
2013	Team Work award, CSIRO ICT Centre, 2013 (for our work on the Online Community for Parents for DHS)
2013	Impact from Science award, CSIRO ICT Centre, 2013 (for our work on Social Media Monitoring and the Early Adopters Group)
2012	Inventors Award, CSIRO ICT Centre
2011	Inventors Award, CSIRO ICT Centre
2011	CHISIG Medal – CHISIG is the Computer Human Interaction Special Interest Group of the Human Factors and Ergonomics Society of Australia (HFESA).
2011	Business Excellence Award, CSIRO ICT Centre, 2011 (for our work on “Social Networks for Human Services” with DHS)
2011	Leadership award, commendation – CSIRO ICT Centre, 2011
2010	Best reviewer award, ACL (Association for Computational Linguistics)
2009-11	Top-10 publishers in CSIRO ICT Centre
2009	Finalist at the Elsevier Grand Challenge in 2009 (out of 70 international participants)
2008	CSIRO ICT Centre Recognition Award, 2008 (for our summarisation work in the Elsevier Grand Challenge)
2007	CSIRO Partnership Excellence Award in 2007 for “setting benchmarks in relationship development and enabling strong growth in the CSIRO – Boeing Strategic Partnership”
2006	CSIRO Partnership Excellence Award in 2006 a “developing a deep partnering relationship with Boeing Phantom Works and delivering highly-valued outcomes to Boeing over a continuous 3 year period, in technologies for information management”
2005	Best Demonstration at the CSIRO ICT Centre Conference
2005	CSIRO award for our work on the Boeing project (EDKMS)
2004	Recognised as a distinguished alumnus of Columbia University (New York, USA), at the 25 <sup>th</sup> anniversary of the Computer science Department of Columbia University
2004	Best Presentation at the CSIRO ICT Centre Conference
2003	CSIRO award for our work on the Boeing project (DFDMSA)
2001	The CISRA project on which we worked, the User Interface Card ( <a href="http://www.uicard.com/">http://www.uicard.com/</a> ), won a design award: the Australian Design Award of the Year
2000	Nominated for the Telstra Woman of the Year Award
1999	CSIRO award for our work with CISRA on the User Interface Card

- 1999 CISRA (Canon Information Systems Research Australia) award for the User Interface Card project team  
Member of the American Honorary Societies: Phi Beta Kappa and Phi Kappa Phi.
- 1979 Recipient of the International Student Scholarship, University of California, Berkeley (USA).

## Research Grants

- CSIRO Research Office (Office of the Chief Executive), 2019. Funding for a Post Doctorate Fellow for 3 years to study emotion regulation in an online forum. I am the co-supervisor of the Postdoctoral fellow: Anton Malko.
- US Office from Research Integrity (ORI) (about Aust 100K, for CSIRO), in collaboration with Professor Matt Vassar from Oklahoma University. 1 year grant (September 2019 – September 2020).
- CSIRO Research Office (Office of the Chief Executive), 2016. Funding for a Post Doctorate Fellow for 3 years to study syndromic surveillance / epidemic intelligence on social media. I am the co-supervisor of the Postdoctoral fellow: Aditya Joshi.
- CSIRO Research Office (Office of the Chief Executive), 2016. Funding for a Post Doctorate Fellow for 3 years to do social media analytics research (studying issues of influence, information flow and social license to operate as reflected in social media discourse). I am the co-supervisor of the Postdoctoral fellow: Chang Xu.
- CSIRO OCE (Office of the Chief Executive), 2016. Two PhD Fellowships (Aust 17K/year/student for 3 years).
- In-kind funding (about Aus \$ 25K) from AWS to use the AWS infrastructure to develop a system to monitor Twitter for emotional content. Feb 2014 – Dec 2014. In collaboration with the Black Dog Institute.
- Grant from the NSW Mental Health Commissioner (Aus \$ 50K), in collaboration with the Black Dog Institute to investigate Mental Health on Social Media. September 2013 – August 2014.
- CRSS grant, a University of Melbourne -CSIRO collaborative research program: WAUTER: Web-sites Automatic Usability Testing EnviRonment (Balbo, Sandrine and Paris, Cécile) – 1 year grant. 2005.
- CRSS grant, a University of Melbourne -CSIRO collaborative research program: Multidisciplinary considerations and Web site development EnviRonment (Balbo, Sandrine and Paris, Cécile) – 1 year grant. 2004.
- Office of Naval Research (ONR), User-Centered Direct-Interaction Systems programme: 'Assessing the applicability of an authoring tool for on-line help'; (3 year grant, US \$ 495,000. Starting date: June 1999).
- Office of Naval Research (ONR), User-Centered Direct-Interaction Systems programme: 'An Authoring Tool for On-Line Help'; (3 year grant US \$ 494,000. Starting date: March 1996).
- National Science Foundation (NSF) grant 'Phrasing text according to the situation'; September 1990; (3 year grant, US \$ 225,000; with Dr. John A. Bateman).
- Advanced Research Program Agency (ARPA) grant: 'EXPECT: Intelligent Support for System Construction And Documentation' under the program: *Knowledge-Based Systems Technology*; September 1991; (3 year grant; US \$ 1,350, 000; with Dr. William R. Swartout).

## Other Grants

- CSIRO Research Office (Office of Corporate Executive). Visiting Professor Grant, to invite Professor John Bateman, University of Bremen, Germany; John came for 3 months Feb-April 2019.
- CSIRO Research Office (Office of Corporate Executive). Visiting Professor Grant, to invite Professor Keith Vander Linden, Calvin College, Michigan (USA); Keith spent 6 months with us starting Feb 2018.
- CSIRO Research Office (Office of Corporate Executive). Visiting Professor Grant, to invite Professor Kyo Kageura, University of Tokyo, Japan, 2016-2017.
- CSIRO Sponsorship of the 2013 and 2014 Annual Meetings of the Australasian Language Technology Association (ALTA 2013/2014); \$ 2K/year.
- CSIRO Sponsorship for Student Volunteers of Ozchi conferences, the Annual Conference of CHISIG, the Computer Human Interaction Special Interest Group of the Human Factors and Ergonomics Society (HFESA), since 1999 (about \$ 3.5K/year). I also obtained a CSIRO Gold Sponsorship for Ozchi 2000.

- CSIRO PhD Fellowship – top up scholarship for Robertus Nugroho, Macquarie University. (Aus \$ 10K/year for 3 years, 2014-2017).
- CSIRO PhD Fellowship, Flagship Collaboration Fund – top up scholarship for Irit Alony, University of Wollongong (Aus \$ 7K/year for 1.5 years, plus Aus \$ 10K operational budget, 2013-present).
- CSIRO PhD Fellowship – top up scholarship for Abeed Sarker, Macquarie University (Aus \$ 10K/year for 3.5 years, 2010-2014).
- CSIRO PhD Fellowship – top up scholarship for Debjane Barua, Sydney University (Aus \$ 10K/year for 3.5 years, 2010-2014).
- CSIRO ICT Centre Visiting Professor Grant, to invite Professor Julita Vassileva, University of Saskatchewan, Canada. 2012. Unfortunately, Professor Vassileva was unable to come because of family problems.
- CSIRO OCE (Office of Corporate Executive). Visiting Professor Grant, to invite Professor Julita Vassileva, University of Saskatchewan, USA, 2011.
- CSIRO ICT Centre Visiting Professor Grant, to invite Professor Keith Vander Linden, Calvin College, USA, 2010.
- CSIRO OCE Visiting Professor Grant, to invite Professor Gerhard Fischer, University of Colorado, USA, 2009-2010.
- Association for Computational Linguistics (ACL) and Special Interest Group in Artificial Intelligence (SIGART) -- to help support the Third International Workshop on User Modeling, Germany, August 1992.
- Association for Computational Linguistics (ACL), Special Interest Group in Artificial Intelligence (SIGART), American Association for Artificial Intelligence (AAAI) and National Science Foundation (NSF) -- to help support the Fourth International Workshop on Natural Language Generation, California, July 1988.

## Advising Experience

### PhD:

- **Co-PhD thesis supervisor:** Amit Jena, Monash University. Amit is in an IIT-Bombay/Monash University programme, in collaboration with CSIRO. Topic: User models for visual analytics
- **Co-PhD thesis supervisor:** Rhys Biddle, UTS (University of Technology, Sydney). Rhys has a CSIRO Data61 fellowship. Dr Adi Joshi is his main Data61 supervisor, and I am acting as a mentor to Adi. Topic: Identifying figurative language.
- **Co-PhD thesis supervisor:** Xuelin Situ, Monash University. Xuelin has a CSIRO Data61 fellowship. Topic: Explanations for deep learning systems.
- **Co-PhD thesis supervisor:** Shiwei Zhang, RMIT. Shiwei has a CSIRO Data61 fellowship. Topic: Question Answering Systems. Shiwei will be submitting her thesis in the coming months.
- **Co-PhD thesis supervisor:** Nur Haldar, University of Western Australia, Perth. Nur has a CSIRO Data61 fellowship. Dr Quanxi Shao is the main Data61 supervisor, as he is also co-located in Perth. Topic: Inferring geo-location on Twitter. Nur will be submitting her thesis in the coming months.
- **Co-PhD thesis supervisor:** Xiang Dai, Macquarie University, Sydney, Australia. Dai has a CSIRO Data61 fellowship. Co-supervising with Dr Sarvnaz Karimi. Topic: Text mining (Named Entity Recognition) in biomedical texts. Dai will be submitting her thesis in the coming months.
- **Co-PhD thesis supervisor:** Tingmin Wu, Swinburne University. Tingmin has a CSIRO Data61 fellowship. Co-supervising with Dr Surya Nepal. Topic: Explaining security risks of applications to users. Tingmin will be submitting her thesis in the coming months.
- **Co-PhD thesis supervisor:** Matthew Andreotta, University of Western Australia, Department of Psychology. Matthew has a CSIRO Research Office top-up fellowship. Topic: Mental models and their influence on understanding. Matt will be submitting her thesis in the coming months.
- **Co-PhD thesis supervisor:** Anirudh Joshi, University of Melbourne. Anirudh has a CSIRO Data61 fellowship. Topic: Argumentation.
- **Co-PhD thesis supervisor:** Seyed Mohssen Ghafari, Macquarie University, Sydney, Australia. Recently graduated (2020). Mohssen had a CSIRO Data61 fellowship, with Dr Aditya Joshi as his main Data61 supervisor; I was acting as a mentor to Aditya. Topic: Trust and fake news in social networks.

- **Co-PhD thesis supervisor:** Omid Mohamad Nezami, Macquarie University, Sydney, Australia. Recently graduated (2020). Omid had a CSIRO Data61 fellowship, and both Dr Wan and myself were his Data61 supervisors. Topic: Explorations in Controlled Image Captioning.
- **Co-PhD thesis supervisor:** Jisu Jung, The University of Sydney. Jisu had a Data61 top-up scholarship. Topic: User models in health.
- **Co-PhD thesis supervisor:** Zizhu Zhang, Macquarie University. Just started. Zizhu had a CSIRO Research Office top-up fellowship. Topic: Maximising influence in social networks. Zizhu recently graduated (2020).
- **Co-PhD thesis supervisor:** Robertus Nugroho, Macquarie University. Thesis topic: Incorporating Interactions among Tweets into Topic Derivation on Twitter. Robertus had a CSIRO Data61 top-up scholarship. Robertus graduated in 2017 and is now a Lecturer in Indonesia, at the Soegijapranata Catholic University.
- **Co-PhD thesis supervisor: Rei Miyata**, The University of Tokyo. Thesis topic: A Controlled Authoring Support System Enabling Contextual Machine Translation. Rei graduated in March 2017 and **received the University's President's medal**. Rei is now a lecturer at Nagoya University (Japan), in the Department of Information and Communication Engineering.
- **Co-PhD thesis supervisor: Debjane Barua**, Sydney University. Thesis topic: A time to remember, a time to forget: Enabling people to control long term sensor data. Debjane graduated September 30<sup>th</sup>, 2016. She now works at UNSW. Debjane had a CSIRO Digital Productivity top-up scholarship.
- **Co-PhD thesis supervisor: Irit Alony**, Wollongong University. Thesis topic: Attribution theory and Workforce Turnover. Irit graduated in October 2015. She works at the University of Wollongong. Irit had a CSIRO Digital Productivity top-up scholarship.
- **Co-PhD thesis supervisor: Abeed Sarker**, Macquarie University. Thesis topic: Text Summarisation for Evidence-based Medicine. Abeed received his PhD in July 2014. Abeed had a CSIRO Digital Productivity top-up scholarship. After being a Research Scholar at the Department of Biomedical Informatics, Arizona State University/Mayo Clinic (a prestigious institute for evidence-based medicine), and then at the University of Pennsylvania, Abeed is now an Assistant Professor in Biomedical Informatics at Emory University, School of Medicine.
- **Co-PhD thesis supervisor: Andrew Lampert**, Macquarie University. Thesis topic: Identifying Requests and Commitments in Email. Andrew completed his PhD December 2013. **Andrew received the Vice-Chancellor's commendation for his thesis**, the only such commendation awarded for a PhD in the Faculty of Science during his graduation ceremony. Andrew works now at Palantir, leading their Law Enforcement deployments.
- **Co-PhD thesis supervisor: Stephen Wan**, Macquarie University. Thesis topic: Automatic Text Summarisation. Stephen obtained his PhD in 2010. Stephen is now a researcher and a team leader at CSIRO.
- **Co-PhD thesis supervisor: Duncan Stevenson**, ANU. Thesis topic: Human Factors and Human Interaction in Broadband Telehealth. Duncan obtained his PhD in 2009 and is now a lecturer at ANU.
- **Co-PhD thesis supervisor: Luiz Pizzato**, Macquarie University. Thesis topic: Using Linguistically Motivated Features in Document Retrieval for Question Answering. Luiz obtained his PhD in 2008. Luiz had a CSIRO ICT Centre top-up scholarship. Luiz worked as a research fellow at Sydney University until recently. He now has his own company: Pizzato Data Science Consultancy.
- **Main PhD thesis supervisor: Einat Amitay**, Ph.D. Student at Macquarie University, Australia. Completed Feb 2001. Thesis Title: "What lays in a layout: Using anchor-paragraph arrangements to extract descriptions of web documents" **Einat received the "Best PhD Thesis in Computer Science in Australia" Award**. Einat worked at the IBM research laboratory in Israel, until her death from cancer in December 2013.
- **Co-Ph.D. thesis advisor: Maria Milosavljevic**, Ph.D. Student at the Microsoft Research Institute, Macquarie University, Australia. Thesis Topic: Content Selection in Comparison Generation. Graduated March 2000. Maria now works at the Attorney General's Office.
- **Co-PhD thesis advisor: Judy Kay**, Ph.D. Student at the Basser Department of Computer Science, Sydney University, Australia. Thesis Topic: Viewable User Models. Graduated 1999. Judy is now a Professor at the University of Sydney, Australia.
- **Co-Ph.D. thesis advisor. Markus Fischer**, Ph.D. Student at the ITRI, University of Brighton, UK. Thesis Topic: Temporal and Spatial Sequencing in Human-Computer Interaction. Graduated November 1998. Markus now works in industry.



- **Main Ph.D. thesis advisor: Vibhu O. Mittal**, Ph.D. Student at the University of Southern California, Department of Computer Science, Los Angeles, USA. Thesis topic: Integrating text and examples. Graduated in September 1993. Vibhu was at Google until recently. He now has his own company.
- **Co-Ph.D. thesis advisor: Johanna D. Moore**, Ph.D Student at the University of California in Los Angeles (UCLA), Department of Computer Science, Los Angeles, USA. Thesis topic: A Reactive Approach to Explanation in Expert and Advice-Giving Systems. Johanna Moore is now a Professor at Edinburgh University (Scotland, UK).
- **Ph.D. committee member: Michael Elhadad**, Ph.D. Student at Columbia University, Department of Computer Science, New York, USA. Thesis topic: Generating Connectives to Express the Speaker's Argumentative Intent. Graduated in 1991; Michael is now at Ben Gurion University, Israel.

In addition to supervising students, I have examined a number of PhD theses.

- **Masters:**
  - **Co-supervisor: Farshid Anvari**, Macquarie University. Thesis topic: Personality Dimension of the Holistic Persona for Software Designers
- **Honours:**
  - **Co-supervisor: Stephen Wan**, first class honours, Macquarie University, Department of Computer Science. Completed 2001. Thesis title: "Information Fusion and Shallow Semantic Analysis in Multiple Document Summarisation".

## Teaching Experience

- ALTA (Australasian Language Technology Association) Summer School: Course on Language and HCI. December 2003, Melbourne, Australia.
- Guest Lecturer in Prof. Robert Dale's course on language technology, Macquarie University, 2003.
- Guest lecturer at the University of Bari, Italy: invited to give a one-week cycle of Seminars at the University of Bari, as part of the course on Intelligent Interfaces (5th year of a curriculum in computer science). Funded by the University of Bari. June 1997.
- Lecturer: 'Natural Language Processing', USC; Department of Computer Science, Graduate class, 1990 until 1993.
- Instructor, Columbia University Science Honours Program: 1984 -1987: (1) 'Introduction to A.I.' and (2) 'Mathematical Models of Computation.'
- Instructor: 'Intermediate Programming' (in Pascal), Columbia University, Department of Computer Science: fall 1983.
- Head Teaching Assistant, Columbia University, Department of Computer Science, 1982 – 1983: (1) 'Natural Language Processing' and (2) 'Computability and Formal Languages.'

## Invited Talks, Patents and Publications

### Invited talks

1. Panel member in the KSIxChange event on August 27<sup>th</sup>, 2020. Invited by the Knowledge Sector Initiative in Indonesia
2. *Language and Social Computing at CSIRO's Data61*. Invited talk at Columbia University, May 2019.
3. *AI Architectures for Monitoring Social Media for Epidemic Intelligence*. Invited Talk "Science talks in the City", Melbourne, March 2019.
4. *From Text to Data for Insights: social media and enterprise documents*. December 2018 – Janvier 2019. Invited talk at the University of Tokyo, Nagoya University, NAIST (Nara Institute of Science and Technology), NII (Tokyo) and AIST (Tokyo), Japan.
5. *MuTUAL: A Controlled Authoring System for Municipal Text Multilingualisation Using Machine Translation*. Rei Miyata, Anthony Hartley, Kyo Kageura, Cecile Paris. Invited presentation at the Translation and Disruption: Global and Local Perspectives, the University of Portsmouth in November 2017. <http://www.port.ac.uk/translation/events/conference/>. Talk was given by Rei Miyata.

6. *Getting Insights into Communities from Social Media*. Invited talk at the University of Waikato (New Zealand), July 17<sup>th</sup>, 2017. (Expenses paid by Waikato University).
7. *Getting Insights into Communities from Social Media*. Invited lecture at ANU, for a course on data sciences for government employees – Invited by Dr Kerry Taylor. June 2017. (Expenses paid by Dr Taylor.)
8. *Getting Insights into Communities through Social Media*. Invited talk at the “Sci-Tech in the city”, talk series organised by Simon Dunstall, Docklands, Melbourne, June 2017.
9. *Getting Insights into Communities: An overview of some Data61 social media projects*. Invited Lecture at Professor Jian’s course for graduate students, Macquarie University, May 2017.
10. *Computational Linguistics: A Blend of Language, Communication, Computers and Big Data for Social Applications*. Talk at the Sydney Meeting of the Australian Academy for Science, Technology and Engineering, May 2016.
11. *Knowledge Discovery and Management: R&D for Smart Communities*. Invited talk at the Telstra Conference on Smart Communities, Adelaide, 2017. May 30-31, 2017.
12. *Textual analysis: Techniques, new data, opportunities and challenges*. With Sarvnaz Karimi. Invited talk at the ACAM (Australian Centre for Airways Disease Monitoring) Workshop on Developing a National Surveillance Approach for Respiratory Epidemics. The Australian Institute of Health and Welfare, May 3rd, 2017, Canberra.
13. *Mining Social Media: An overview of some of Data61 social media projects*. Invited Talk at CMCRC (Capital Market CRC), Sydney, May 2016.
14. *From tweets to situation awareness*. Invited Talk at the IEERG (Interoperability in Extreme Events Research Group) Crisis Communications Symposium, University of Sydney, April 2016.
15. *Mining Social Media*, Invited Talk at DSTG ([Australian] Defence Science and Technology Group), March 2016.
16. Panellist in “the Future of work”, Feb 26<sup>th</sup>, 2016, Opera house. Sydney.
17. *Mining Social Media*. Invited talk at the HIT lab, the University of Tasmania in Launceston, September 3<sup>rd</sup>, 2015. (Trip and expenses paid by Tasmania.)
18. *Understanding why people struggle online (and what we can do about it)*: Invited talk at the World Information Architecture Day, February 21<sup>st</sup>, 2015.
19. *Libraries: Innovation through Search and Language Technologies*: Invited talk at the Annual Conference of the Australian Library and Information Association (ALIA), February 4<sup>th</sup>, 2015, Sydney.
20. *Monitoring and Mining Social Media*. Invited talk at NII, Tokyo, Japan, December 4<sup>th</sup>, 2014.
21. *Monitoring and Mining Social Media*. Invited talk at IBM Japan, November 28<sup>th</sup>, 2014.
22. *Monitoring and Mining Social Media to Improve Government Services*. Invited talk at Tsukuba University, Japan, October, 2014.
23. *Understanding the Community: Social Media Text Analysis for Communications*. Akolade's Digital and Social Media Communication Strategies in Government, June 25<sup>th</sup>, 2014, Sydney.
24. *Organisational Innovation through social media analysis*. Innovation in Service Delivery Forum, June 18<sup>th</sup>, 2014, Canberra.
25. *Talking about health in Cyber-Space: Can social media help achieve better health outcomes?* Keynote speaker at the National Medicine Symposium, May 21st-23<sup>rd</sup>, 2014, Brisbane.
26. *Social Media and Emergency Management – The Vizie tool*. With Stephen Wan (CSIRO), Mylee Joseph (NSW State Library) and Kathryn Barwick (NSW State Library) Invited talk at the SMART Workshop: Developing a geosocial Intelligence Framework for Studying Resilience in Complex Urban Systems, May 7<sup>th</sup>, 2014.
27. *Social Media for Emergency Management: potential uses and challenges*. Emergency Management New and Emerging Technologies Forum (EMNET), Canberra, October 15-16, 2013.
28. *Participating with Citizens to explore social trust and social media monitoring*. Invited talk (with Amanda Dennett, Australia Department of Human Services) at the “Enhancing Online and Mobile Content for Government”. Canberra, May 30-31, 2012.
29. *Redefining Social Media*. Invited Speaker at ENGAGE 2011, November, Sydney.
30. *Improving Services through Social Media Monitoring*. Invited Speaker at the 7th Annual AIMIA Digital Summit. (AIMIA is the Australian Interactive Media Association). October 2011, Sydney.
31. *Social Networks for Human Services*. Invited Speaker at the 2nd Public Officer Digital Media Forum, Melbourne, June 21st-22nd, 2011.
32. Invited Panellist at the Innovation Series on Social Media, Brisbane, 2011.
33. *“Helping readers browse through linked documents”* – Invited Seminar at ANU, Canberra, June 2011.

34. *Browsing a highly connected information space: can natural language processing help?* Keynote speaker at VINCI 2010, The 3rd Visual Information Communication International Symposium, Sept 2010, Beijing, China.
35. *Supporting real-world tasks: Producing Summaries of Scientific Articles Tailored to the Citation Context.* University of Sydney, CHAI group. Sept 2009.
36. *Supporting real-world tasks: Producing Summaries of Scientific Articles Tailored to the Citation Context* . Keynote Speaker at INEX (INitiative for the Evaluation of XML Retrieval) 2009, Dec 6-10, Brisbane.
37. *Producing Summaries Tailored to the Citation Context search talk.* RMIT, Melbourne, Sept 2009.
38. *Search, Language and Social Media research at CSIRO.* The University of Singapore, Aug 2009.
39. *Supporting People Interacting with Information.* The University of Melbourne, Aug 2009.
40. *Supporting People Interacting with Information.* CNRS, Paris, France, May 2009.
41. “*Supporting People Interacting with Information*” Invited speaker at the AGM of the HFESA (Human Factors and Ergonomics Society of Australia), Sept 3<sup>rd</sup>, 2008. Sydney.
42. “*Managing a research project – herding cats?*” Invited speaker at the 2008 UTS: CMOS Symposium on Unconventional Projects, Oct 21<sup>st</sup>, 2008. Sydney.
43. “*Tailored Information Delivery*” Invited talk at the ARK Group conference on “Enhancing search and retrieval capabilities and performance”. Feb 4-6 2008, Sydney.
44. “*NLG Systems Evaluation: Establishing the Big Picture*”. Invited talk at the NSF Workshop on Evaluation for Natural Language Generation Systems, Arlington, Virginia, Apr 2007.
45. “*e-Health in clinical services and research*”. Invited speaker at the e-Health Symposium, 2006. Adelaide.
46. “*Efficient information delivery - conquering overload*”. Invited speaker at the Joint Macquarie University and CSIRO “Technology Trends” seminars, Sept 2006.
47. “*Search and Delivery in Context: another perspective on CL and IR*”. Invited Speaker at the 2006 Coling/ACL workshop on Computational Linguistics and Information Retrieval. July 2006. Sydney.
48. “*Enlarging the View of Evaluation for Adaptive Systems or Systems for Tailored Information Delivery.*” Concordia University, Canada. Apr 2006.
49. “*Myriad: An Architecture for Contextual Information Retrieval and Delivery*”. The Fraunhofer Institute, IPSI, Darmstadt, Germany; May, 2004.
50. “*Task Models and UML Diagrams: their common semantic grounds*”. The University of Bari, Italy, May 2004.
51. “*Myriad: An Architecture for Contextual Information Retrieval and Delivery*”. The University of Bari, Italy, May 2004.
52. “*Contextualised Information Retrieval and Delivery*”. The University of Melbourne, Department of Information Systems, Apr 2004.
53. “*Delivering Value from your Information Assets?*”. Invited speaker at AusITSummit 2003 (Australian IT Directors Summit 2003), 16-18 Oct, Cairns, Queensland, Australia.  
(<http://www.ausitsummit.com/html/event.htm>)
54. “*Tailored Delivery: what, why, when and how? (oh, and some issues)*”, Invited speaker at the E-Prevention workshop, Apr 2003.
55. “*Will Technology outsmart and replace people?*” Panel at Technofuture 2002, March, Sydney, Australia.
56. “*What gadget will I have in my pocket in 2020?*”. Panel at AJCAI (Australian Joint Conference on Artificial Intelligence Conference), Dec 2001, Adelaide, Australia.
57. Invited talk at The CHI 2000 workshop on Human Computer Interfaces and Natural Language Processing, The Hague, Apr 2000. (CHI is the major international conference on Human Computer Interaction.)
58. “*HCI: Enlarging the Vision; Keeping the Basics*”. Keynote speaker at OzCHI'98 (the Australian Conference on Human Computer Interaction), Adelaide, Dec 1998.
59. Invited speaker at the Australian Knowledge Acquisition Workshop, Perth, Dec 1997.
60. Invited speaker at the Australia-New Zealand Student Conference on Computer Human Interaction (OzStudentChi 1997), Swinburne University, Melbourne, Nov 27-29 1997.
61. Invited speaker at the Sydney Knowledge Based Systems Group, University of Technology, Sydney, Nov 8, 1996.
62. Invited speaker at the Microsoft Research Institute (MRI), Language Technology Group seminar, Macquarie University, Sydney, Dec 6, 1996.
63. Invited speaker at the 1996 Australasian Natural Language Processing Summer Workshop, Monash University, Melbourne, Australia, Feb 1996.
64. *DRAFTER: Support for the Production of Multilingual Instructions* (with D. Scott). Invited talk at the Second Language Engineering Convention, London, Oct 1995.
65. *Automatic Documentation Generation: Including Examples.* Invited talk at the 12th Brazilian Symposium on Artificial Intelligence (SBIA'95), Campinas, Brazil, Oct 1995.

66. *Contrastive Analysis for the Automatic Generation of Instructions and Descriptions*, (with A. Hartley). Invited talk at the Seventh International Systemic-Functional Workshop, Valencia, Spain, July 1995.
67. *Generation Automatique d'Instructions Multilingues: Aspects Stylistiques* (The Automatic Generation of Multilingual Instructions: Stylistic Issues). Invited speaker at the "TALANA Language Seminars", Paris (France), Jan 1995.
68. *Stylistic Variation in Multilingual Instructions* (with D. Scott). Invited speaker at the "Language Centre Seminar in Contrastive Linguistics", University of Brighton, Dec 1994.
69. *Automatic Documentation Generation: The Interaction of Text and Example*. Invited conference speaker at the "Annual Italian Conference on Artificial Intelligence", Sept 1994, Parma, Italy.
70. Invited tutorial on Natural Language Generation and User Modeling at the Fourth International Conference on User Modeling, Hyannis, Massachusetts, 1994.
71. Invited conference speaker at "Les Journées de l'Explication", Sophia-Antipolis, France, June 1992.
72. *Tailoring as a prerequisite for effective communication*. Invited talk at NASA-Ames, Palo Alto, Oct 1990.
73. Invited talk at The Fourth International Workshop on Natural Language Generation, Santa Catalina Island, California, July 1988.
74. Invited talk at The Third International Workshop on Natural Language Generation, Nijmegen, The Netherlands, Aug 1986.
75. Invited talk at The First International Workshop on User Modeling, Maria Laach, Germany, Aug 1986.
76. Invited talk in the Seminar Series: "Seminar on Computer-Human Interactions," Vassar College, Poughkeepsie, New York, Apr 1986.
77. Invited talks at the Columbia University Computer Science Associates Conference, Springs 1984, 1985.
78. Invited talk at The 1984 Annual meeting of the Artificial Intelligence Society of New England, Boston.

### **Patents & Invention disclosures**

- 1999-2000: Co-author of 2 logged patents, for work done with CISRA (Canon Information Systems Research Australia).
- Invention Disclosure, EXPECT, USC/ISI.

### **Journal Articles**

*(I note that Computer Science Journals and Statistics Journal do not tend to have a high impact factors. ACM Computing Surveys, at IF: 6.1 has the highest.)*

1. Nezami, Omid, Dras, Mark, Wan, Stephen and **Paris, Cécile**. (2020). Image Captioning using Facial Expression and Attention". *Journal of Artificial Intelligence Research*. Volume 68, 661- 694. August 2020. (Impact Factor: 2.284; CORE A)
2. Ghafari, Seyed Mohssen, Beheshti, Amin, Josh, Aditya, **Paris, Cecile**, Mahmood, Adnan, Yakhchi, Shahpar and Orgun, Mehmet (2020 – in press). A Survey on Trust Prediction in Online Social Networks. To appear in *IEEE Access* (Accepted). (Impact Factor: 3.745)
3. Sparks, Ross, Joshi, Aditya, Karimi, Sarvnaz, **Paris, Cécile**, MacIntyre, C Raina. (2020), 'Monitoring events with application to syndromic surveillance using social media data', *Engineering Reports* (ISSN: 2577-8196), Wiley Online Library, 2020. (Accepted)
4. Nugroho, Robertus, **Paris, Cécile**, Nepal, Surya Nepal, Yang, Jian and Zhao, Weiliang (In Press). A Survey of Recent Methods on Deriving Topics from Twitter: Algorithm to Evaluation. *KAIS (Knowledge and Information Systems)*, Springer. 62, 2485–2519. (Impact Factor: 2.682)
5. Joshi, Aditya, Sparks, Ross, Karimi, Sarvnaz, Yan, Sheng-Lun Jason, Chughtai, Abrar Ahmad Chughtai, **Paris, Cécile**, and MacIntyre C (2020). [Automated monitoring of tweets for early detection of the 2014 Ebola epidemic](#). *PloS one* 15 (3), e0230322. (Impact Factor: 2.740)
6. Sparks, Ross, **Paris, Cécile**, Joshi, Aditya and Xu, Chang (2020). Comments on the three-zone approach for social media monitoring. In *Quality Engineering* 32 (1), 1-3. (Impact Factor: 1.630 – *Quality Engineering* is one of the best venues for applied work in Quality area and is read by most practitioners. We note that, like computer science journals, statistics journals do not tend to have high impact factors.)
7. Joshi, Aditya, Karimi, Sarvnaz, Sparks, Ross, **Paris, Cecile**, and MacIntyre C Raina. (2019). Survey of Text-based Epidemic Intelligence: A Computational Linguistic Perspective. *Computing Surveys*, 52 (6). (Impact Factor: 6.131; CORE: A\*)

8. Joshi, Aditya, Sparks, Ross, McHugh, James, Karimi, Sarvnaz, **Paris, Cecile**, and MacIntyre C Raina (2019). 'Harnessing tweets for early detection of an acute disease event', *Epidemiology*, 2019: Published online ahead of print, October 2019: DOI: 10.1097/EDE.0000000000001133. Cambridge (Mass). (Impact Factor: 5.071)
9. Yada, Shuntaro, Kageura, Kyo, **Paris, Cecile** (2019). Identification of tweets that mention books. *International Journal on Digital Library*. 2019; 21:265–287. <https://doi.org/10.1007/s00799-019-00273-4>. (Impact Factor: 1.49)
10. Andreotta, Matthew, Nugroho, Robertus, Hurlstone, Mark, Boschetti, Fabio, Farrell, Simon, Walker, Iain and **Paris, Cecile** (2019). Analyzing social media data: A mixed-methods framework combining computational and qualitative text analysis. *Behav Res Methods*. April 2019. doi:10.3758/s13428-019-01202-8. (Impact Factor: 5.130)
11. Wu, Tingmin, Tang, Lihong, Zhang, Rongjunchen, Wen, Shen, **Paris, Cecile**, Nepal, Surya, Grobler, Marthie and Xiang, Yang. (2019). Catering to Your Concerns: Automatic Generation of Personalised Security-Centric Descriptions for Android Apps. *ACM Transactions on Cyber-Physical Systems (TCPS)* 3 (4), 1-21.
12. Sparks, Ross, Jin, Brian, Karimi, Sarvnaz, **Paris, Cecile** and MacIntyre, CR (2019). Rejoinder four, *Quality Engineering (QE)* 31 (1). (Impact Factor: 1.630)
13. Sparks, Ross, Jin, Brian, Karimi, Sarvnaz, **Paris, Cecile** and MacIntyre, CR (2019). Real-time monitoring of events applied to syndromic surveillance, *Quality Engineering (QE)* 31 (1): 73-90. (Impact Factor: 1.630)
14. Sparks, Ross, Jin, Brian, Karimi, Sarvnaz, **Paris, Cécile** and MacIntyre, Raina (2018). Real-time monitoring of events applied to syndromic surveillance. *Quality Engineering*, Taylor & Francis. October 2018. (Impact Factor: 1.630)
15. Sparks, Ross and **Paris, Cécile** (2018). Sentiment Monitoring of Social Media from Oceania. *Global Journal of Medical Research*. 9:2. DOI: 10.4172/2157-7420.1000312
16. **Paris, Cécile**, Nepal, Surya and Dennett, Amanda (2018). A Government-Run Online Community to Support Recipients of Welfare Payments. *International Journal of Cooperative Information Systems (IJCIS)*, Vol. 27, No. 2 (37 pages). Atlantis Press: World Scientific Publishing Company. DOI: 10.1142/S0218843018500016. (Impact Factor: 0.528)
17. Miyata, Rei, Hartley, Anthony, Kageura, Kyo and **Paris, Cécile**. Evaluating the Usability of a Controlled Language Authoring Assistant, *The Prague Bulletin of Mathematical Linguistics (PBML)*, No. 108, pp.147-158, 2017. (Special issue of PBML). <https://ufal.mff.cuni.cz/pbml/108/art-miyata-hartley-kageura-paris.pdf>. Paper presented at The 20th Annual Conference of the European Association for Machine Translation (EAMT), Prague, Czech Republic 29-31 May 2017.
18. Nugroho, Robertus, Yang, Jian, Zhao, Weiliang, **Paris, Cécile** and Nepal, Surya. (2017). What and With Whom? Identifying Topics in Twitter Through Both Interactions and Text. *IEEE Transactions on Service Computing*. ISSN: 1939-1374. Online ISSN: 1939-1374. DOI: 10.1109/TSC.2017.2696531. First Online April 26<sup>th</sup>, 2017. (CORE: A\*)
19. Nugroho, Robertus, Zhao, Weiliang, Yang, Jian, **Paris, Cécile** and Nepal, Surya. (2016). Using time-sensitive interactions to improve topic derivation in Twitter. *World Wide Web* (2016), 20 (1); 61-87. doi:10.1007/s11280-016-0417-x. First Online 6<sup>th</sup> October 2016.
20. Nepal, Surya, **Paris, Cécile**, Aghaei Pour, Payam, Freyne, Jill, Bista, Sanat Kumar. (2015). Interaction Based Recommendations for Online Communities. *ACM Transaction on Internet Technology (TOIT)*. 15 (2).
21. Sarker, Abeed, Molla, Diego and **Paris, Cécile** (2015). Automatic evidence quality prediction to support evidence-based decision making. *Artificial Intelligence In Medicine*. 64(2):89–103, 2015a. ISSN 09333657. doi: 10.1016/j.artmed.2015.04.001.
22. Sarker, Abeed, Mollá, Diego, and **Paris, Cécile** (2015). Query-oriented evidence extraction to support evidence-based medicine practice. *Journal of Biomedical Informatics*, 59:169–184, 2015b. ISSN 15320464. doi: 10.1016/j.jbi.2015.11.010.

23. Molla, Diego, Santiago-Martinez, Elena Elena, Sarker, Abeer and **Paris, Cécile** (2015). A Corpus for Research in Text Processing for Evidence Based Medicine. *Language Resources and Evaluation (LREV)*. ISSN 1574-020X. doi: 10.1007/s10579-015-9327-2. <https://rdcu.be/5wca>
24. O'Dea, Bridianne, Wan, Stephen, Batterham, Philip, Calear, Alison, **Paris, Cécile** and Christensen, Helen (2015). Detecting Suicidality on Twitter. *Internet Interventions*. Volume 2, Issue 2, May 2015, Pages 183–188. Elsevier. [doi:10.1016/j.invent.2015.03.005](https://doi.org/10.1016/j.invent.2015.03.005)
25. Larsen, M., Boonstra, T., Batterham, P., O'Dea, B., **Paris, C.** and Christensen, H. (2015). We Feel: Mapping emotions on Twitter. *IEEE Journal of Biomedical and Health Informatics (JBHI)*. ISSN: 2168-2194. DOI: [10.1109/JBHI.2015.2403839](https://doi.org/10.1109/JBHI.2015.2403839)
26. Karimi, Sarvnaz, Chen, Wang, Metke Jumenez, Alejandro, Gaire, Raj, Paris, Cécile and Harvey, Bronwen (2015). Text and Data Mining Techniques in Adverse Drug Reaction Detection. *ACM Computing Surveys*. 03/2015; 47(4): Article 56. DOI: 10.1145/2719920
27. Nepal, Surya, **Paris, Cécile** and Bouguettaya, Athman. (2015). Guest Editorial: Special Issue on Trusting the Social Web: Issues and Challenges. *WWW Journal. Special Issue on Trusting the Social Web*. January 2015, Volume 18, Issue 1: 1-7.
28. Nepal, Surya, Bista, Sanat Kumar, **Paris, Cécile**. (2015). Behaviour-Based Propagation of Trust in Social Networks. Accepted in *Computational Intelligence*. First Online: <http://onlinelibrary.wiley.com/doi/10.1111/coin.12041/pdf>. 31 (4), 642-668.
29. Kopliku, Arlind, Thomas, Paul, Wan Stephen, **Paris, Cécile** and Milne, David (2014). Adapting Aggregated Search Techniques to Support the Social Media Monitoring Task. In *Recherche d'Information et Medias Sociaux*, special issue of the I3 Revue, Catherine Berrut (Ed), Editions Cepadues (France): 7-36.
30. Nepal, Surya, Bouguettaya, Athman and **Paris, Cécile**. (2014). Guest Editorial: Special Issue on Clouds for Social Computing. *IEEE TSC (Transactions on Service Computing). Special Issue on Clouds for Social Computing*. 7(3): 329-332 (2014).
31. Nepal, Surya, Bista, Sanat Kumar, **Paris, Cécile** and Colineau, Nathalie (2014). Gamification for Online Communities: A Case Study for Delivering Government Services. *International Journal of Cooperative Information Systems*. vol. 23, no. 1441002: 1-25.
32. Nepal, Surya, **Paris, Cécile**, Bista Sanat Kumar and Sherchan, Wanita (2013). A trust model-based analysis of social networks. In *International Journal of Trust Management in Computing and Communications*, Volume 1, Number 1/2013: 3-22, DOI: 10.1504/IJTMCC.2013.052522. ISBN: 2048-8378 (Print); 2048-8386 (Online).
33. Sherchan, Wanita, Nepal, Surya and **Paris, Cécile** (2013). A survey of trust in social networks. In *ACM Computing Surveys*, vol. 45 (4), article 47:1-33.
34. Colineau, Nathalie, **Paris, Cécile** and Vander Linden, Keith. (Authors in alphabetical order). (2013). Automatically Producing Tailored Web Materials for Public Administration. In *New Review of HyperMedia and MultiMedia*, 9(2): 158-181. DOI:10.1080/13614568.2013.809155.
35. **Paris, Cécile**, Colineau, Nathalie, Nepal, Surya, Bista, Sanat Kumar and Beschorner, Gina. (2013). Ethical considerations in an online community: the balancing act. In *Ethics and Information Technology*. Published, 15(4): 301-316. Online first: <http://link.springer.com/article/10.1007%2Fs10676-013-9315-4/fulltext.html>
36. Colineau, Nathalie, **Paris, Cécile** and Vander Linden, Keith (Authors in alphabetical order). (2012). Government to citizen communications: From generic to tailored documents in public administration. In *Information Polity*, 17(2):177-193, Special Issue on Open Government and Public Participation, Editors: L. F. Luna-Reyes, S. Ae Chun and V. Atluri. IOS press.
37. Sarker, Abeer, Molla-Aliod, Diego and **Paris, Cécile**. (2013). An Approach for Query-focused Text Summarisation for Evidence Based Medicine. *Artificial Intelligence in Medicine*, 2013.
38. Nepal, Surya, **Paris, Cécile**, Bista Sanat Kumar and Sherchan, Wanita. (2013). A trust model-based analysis of social networks. In *International Journal of Trust Management in Computing and Communications*, Volume 1, Number 1/2013: 3-22, DOI: 10.1504/IJTMCC.2013.052522. ISBN: 2048-8378 (Print) 2048-8386 (Online).
39. Grasso, Floriana and **Paris, Cécile** (Authors in alphabetical order) (2011). *Preface to the Special Issue on Personalization for e-Health*. *Journal of User Modeling and User-Adapted Interaction (UMUAI)*, Oct

- 2011, Volume 21 (4-5): 333-340. Special Issue on Personalisation in e-Health, Floriana Grasso and Cécile Paris (Guest Editors). Springer Verlag. Online first  
<http://www.springerlink.com/content/1573-1391/> May 2011.
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  41. Colineau, Nathalie and **Paris, Cécile** (2011). Reflection about Health within the Family: The Use of Goal Setting and Tailored Feedback. *Journal of User Modeling and User-Adapted Interaction (UMUAI)*, Vol. 21 (4-5): 341-376b Oct 2011. Special Issue on Personalisation in e-Health, Springer Verlag. (Online First Dec. 2010.) Online first  
<http://www.springerlink.com/content/rq43r33222413111/>
  42. **Paris, Cécile**, Wan, Stephen and Thomas, Paul (2010). Focused and Aggregated Search: A Perspective from Natural Language Generation. *Information Retrieval* 13(5): 434-459. Oct 2010.
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  46. Colineau, Nathalie and **Paris, Cécile** (Authors in alphabetical order) (2009). Does Tailoring Help People Find the Information They Need? *The New Review of Hypermedia and Multimedia*, 15(3): 267 – 286. Taylor & Francis, 2009.
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  51. Colineau, Nathalie, **Paris, Cécile** and Wu, MingFang (Authors in alphabetical order) Actionable Information Delivery. (2004). In *Revue d'Intelligence Artificielle (RSTI – RIA)*, Special Issue on Tailored Information Delivery, 18(4) : 549-576. Sept 2004.
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54. Ozkan, Nadine and **Paris, Cécile** (Authors in alphabetical order) (2002). Cross-fertilization between Human Computer Interaction and Natural Language Processing: Why and How. In the *International Journal of Speech Technology*, Vol. 5 (2): 135-146, May 2002.
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56. **Paris, Cécile** and Vander Linden, Keith (1996). DRAFTER: An Interactive Support Tool for Writing. In *IEEE Computer*, Special Issue on Interactive Natural Language Processing, 29 (7): 49:56, July 1996.
57. Mittal, Vibhu O. and **Paris, Cécile L.** (Authors in alphabetical order) (1995). Generating Explanations in Context: The System's Perspective. In *Expert Systems with Applications*: 8 (4), 1995.
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60. Moore, Johanna D. and **Paris, Cécile L.** (1992). Exploiting User Feedback to Compensate for the Unreliability of User Models. Authors in alphabetical order; In *International Journal on User Modeling and User Adapted Interactions (UMUAI)*: 2 (4): 287-330. 1992.
61. **Paris, Cécile L.** (1992). Génération et explications: le module d'explications dans l'architecture du Explainable Expert System. In *Langages*, Volume 106, June 1992, Jacques Anis (Editor).
62. Moore, Johanna D. and **Paris, Cécile L.** (Authors in alphabetical order) (1991). Requirements for an Expert System Explanation Facility. In *Computational Intelligence*; 7 (4): 367–370, 1991.
63. **Paris, Cécile L.** (1991). Responding to a user's domain knowledge: Incorporating the user's level of expertise into a generation system. In *Computational Intelligence*; 7 (2): 71-93, May 1991.
64. Swartout, William R., **Paris, Cécile L.** and Moore, Johanna D. (1991). Design for Explainable Expert Systems. In *IEEE Expert*; 6 (3), 1991.
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### **Edited Collections (Journal Special Issues, Books and Proceedings)**

1. Nepal, Surya, **Paris, Cécile** and Georgakopoulos, Dimitrios (Editors) (2016). *Social Media for Government Services*. Springer. ISBN: 978-3-319-27235-1. (396 pages)
2. Nepal, Surya, **Paris, Cécile** and Bouguettaya, Athman. (2015). *WWW Journal. Special Issue on Trusting the Social Web*.
3. Loutas, Nikolaos, Narducci, Fedelucio, Ojo, Adegboyega Ojo, Palmonari, Matteo, **Paris, Cécile** and Semeraro, Gianni. (Editors -- alphabetical order) (2015). *Proceedings of PEGOV 2015: the 3rd International Workshop on Personalization in e-Government and Smart Cities: Smart Services for Smart Territories*. Held in conjunction with UMAP (User Modelling, Adaptation and Personalization), Dublin, Ireland, June 29-July 3<sup>rd</sup>, 2015.
4. Matt Dennis, Kirsten A. Smith, Floriana Grasso, **Cécile Paris**. *Proceedings of PATH 2015: International Workshop on Personalisation and Adaption in Technology for Health*. Held in conjunction with UMAP (User Modelling, Adaptation and Personalization), Dublin, Ireland, June 29-July 3<sup>rd</sup>, 2015.
5. Loutas, Nikolaos, Narducci, Fedelucio, Ojo, Adegboyega Ojo, Palmonari, Matteo, **Paris, Cécile** and Semeraro, Gianni. (Editors -- alphabetical order) (2014). *Proceedings of PEGOV 2014: the 2nd International Workshop on Personalization in eGovernment Services and Applications*. Held in conjunction with UMAP (User Modelling, Adaptation and Personalization), Aalborg, Denmark, 7-11 July 2014.
6. Nepal, Surya, Bouguettaya, Athman and **Paris, Cécile**. (2014). *IEEE TSC (Transactions on Service Computing). Special Issue on Clouds for Social Computing*, 7(3).
7. Loutas, Nikolaos, Narducci, Fedelucio, Palmonari Matteo and **Paris, Cécile** (Editors -- alphabetical order) (2013). *Proceedings of PEGOV 2013: 1st International Workshop on Personalization in*



- eGovernment Services and Applications*. Held in conjunction with UMAP (User Modelling, Adaptation and Personalization), Rome, June 2013.
8. Nepal, Surya, **Paris, Cécile**, Vassileva, Julita and Zhang, Jie. (Editors - alphabetical order) (2013). *Proceedings of TRUM 2013: Trust and User Modelling*. Held in conjunction with UMAP (User Modelling, Adaptation and Personalization), Rome, June 2013.
  9. **Paris, Cécile**, Colineau, Nathalie and Farrell, Vivienne (Editors) (2011). *Proceedings of OZCHI 2011*, the annual conference of CHISIG (the Computer-Human Interaction Special Interest Group of the HFESA). November 28 - December 2, Canberra. Publisher: CHISIG (ISBN 978-1-4503-1090-1).
  10. Gandrup Borchorst, N., Bødker, S., Colineau, N., Korn, M. and **Paris, C.** (Guest Editors – In alphabetical order) (2011). *Proceedings of the Communications and Technology (C&T) 2011 Workshop on Government and Citizen Engagement*. June 30, Brisbane. Publisher: IISI - International Institute for Socio-Informatics (Volume 8, Issue 2, 2011, ISBN 1861-4280).
  11. Grasso, Floriana and **Paris, Cécile** (Guest Editors – Alphabetical order) (2011). *User Modelling and User Adapted Interaction: Special Issue on e-Health* (Floriana Grasso and myself were invited to be Guest Editors of this special of *User Modeling and User-Adapted Interaction: The Journal of Personalization Research* (Springer-Verlag), in the memory of two pioneers in the field, Professor Fiorella de Rosis and Professor Alison Cawsey, who died of cancer in 2008 and 2009 respectively. Springer Verlag, May 2011.
  12. **Paris, Cécile** and Sidner, Candy (Guest Editors) (2007). Knowledge Based Systems: Special Issue on Intelligent User Interfaces. *Knowledge-Based Systems*, 20 (6), 509-510. issn: 0950-7051, doi: <http://dx.doi.org/10.1016/j.knosys.2007.04.006>, Elsevier Science, msterdam, The Netherlands, The Netherlands. Publishers. 2007.
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### **Book and Book Chapters**

1. Bateman, John and **Paris, Cécile**. Searching for ‘Austerity’: Using Semantic Shifts in Word Embeddings as Indicators of Changing Ideological Positions (In Press). In *Multimodal Approaches to Media Discourses: Reconstructing the Age of Austerity in the United Kingdom*, Tim Griebel, Stefan Evert and Philipp Heinrich (Editors). Routledge. 11-41.
2. Sparks, Ross; **Paris, Cecile**. The Scan Statistic for Multidimensional Data and Social Media Applications. In: Glaz and Koutras (Editors). *Handbook of Scan Statistics* pp 1-24. Springer; 2019. 1-24.
3. Nepal, Surya, **Paris, Cécile** and Georgeakopoulos Dimitrios (2016). Social Media for Government Services: An Introduction. In *Social Media for Government Services*, Nepal, Paris and Georgakopoulos (Eds). Springer. 3-24. ISBN: 978-3-319-27235-1.

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5. Nepal, Surya, **Paris, Cécile** and Bista, Sanat (2016). Gamification on the Social Web. In *Social Media for Government Services*, Nepal, Paris and Georgakopoulos (Eds). Springer. 197- 220. ISBN: 978-3-319-27235-1.
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**Conferences (refereed)** (Acceptance rate at these conferences is typically at most ¼)

1. Dai, Xiang, Karimi, Sarvnaz, Hachey, Ben and **Paris, Cécile** (2020). An Effective Transition-based Model for Discontinuous NER. *Proceedings of ACL 2020*, Online, July 2020. ACL (Association of the Computational Linguistics) is the premiere venue for work in Computational Linguistics. (CORE Ranking: A\*)
2. Xu, Chang Xu, **Paris, Cécile**, Nepal, Surya, Sparks, Ross, Long, Chong and Wang, Yafang (2020). DAN: Dual-View Representation Learning for Adapting Stance Classifiers to New Domains. To appear in the *Proceedings of ECAI 2020* (The European Conference on Artificial Intelligence).

- August 29<sup>th</sup> – September 2<sup>nd</sup>, 2020. Santiago de Compostela, Spain. ECAI is Europe's premier AI Research venue. (CORE Ranking: A)
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  4. Kim, S. Mac, Wan, Stephen, **Paris, Cecile** and Duenser, Andreas (2020). Social Media Relevance Filtering Using Perplexity-Based Positive-Unlabelled Learning. *Proceedings of the International AAAI Conference on Web and Social Media (ICWSM)*, 14(1), 370-381. Retrieved from <https://www.aaai.org/ojs/index.php/ICWSM/article/view/7307>
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  6. Biddle, Rhys, Joshi, Aditya, Liu, Shaowu, **Paris, Cécile**, and Xu, Guandong (2020). Leveraging Sentiment Distributions to Distinguish Figurative From Literal Health Reports on Twitter. In the *Proceedings of The Web Conference 2020*. Online, April 2020. 1217 – 1227. (CORE Ranking: A\*)
  7. Power, Robert, Robinson, Bella, Dennett, Amanda, Jin, Brian and **Paris, Cécile** (2020). Understanding the Mood of Social Media Messages. In the *Proceedings of the 53rd Hawaii International Conference on System Sciences*. January 2020. (CORE Ranking: A)
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### Workshops (refereed)

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39. Colineau, Nathalie and **Paris, Cécile**. (Authors in alphabetical order.) A survey of Automated Integration of Text and Graphics for Information Presentation. CSIRO Mathematical and Information Sciences, TR2003-20, January 2003. 23p.
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#### **Some media articles or comments about our work**

- June 2020: about our work on monitoring emotions: The Brisbane Times: <https://www.brisbanetimes.com.au/national/queensland/bushfires-covid-19-fears-and-travel-ban-anger-how-queensland-sees-2020-20200615-p552qs.html>
- April 2020: about our work on Epidemic Intelligence. <https://algorithm.data61.csiro.au/ai-powered-tool-predicts-serious-disease-three-months-before-official-announcement/>
- August-September 2018: about the launch of Accurait, an AI product for lease management – we helped the company develop the text mining/AI component:
  - September 11th, 218. FM (Facility Management). [New AI product to be a game changer for lease contracts](#)
  - September 2, 2018, QSR: [LeaseInfo launches digital lease management platform Accurait](#)
  - August 27th, 2018. EliteAgent EMP, [Release of innovative AI software set to revolutionise lease management](#)
  - August 23rd. ITWire. [Artificial intelligence set to change lease management processes](#)
  - August 23rd, 2018. FInancial Review: [LeaseInfo launches Australia's first AI lease management platform](#)
- November 2017: about the release of our interface to the NSW State Library social media capturing system, launched during the International Digital Preservation Day, Nov 30<sup>th</sup>.
  - <http://www.sl.nsw.gov.au/research-and-collections-significant-collections/social-media-archive>
  - LinkedIn post: <https://www.linkedin.com/feed/update/urn:li:activity:6342134650298863616>
  - Twitter post: <https://twitter.com/Data61news/status/936361189981921281>
  - Youtube, Dr Wan: <https://www.youtube.com/watch?v=fGZlcZT9krY>
  - Youtube, Dr Paris: <https://www.youtube.com/watch?v=Mcq8tiXZNho>
- March 24th, 2017. Article about We feel, by Sarah McPhee, News.com.au <http://www.news.com.au/national/breaking-news/london-attack-twitter-tears-analysed-in-oz/news-story/43b9f1639a95c43270106dc2f716411f>. The article also appeared in The Australian, The Daily Telegraph, The Gold Coast Bulletin, Perth Now, The Weekly Times, The Mercury, The Advertiser, The Courier Mail, The NT News, The Cairns Post, the Geelong Advertiser, the Herald Sun and SBS News.
- Article using the “We Feel” data: The Herald, Newcastle, December 25, 2015, by Tim Connell: “How we felt online in 2015”: [www.theherald.com.au/story/3615670/2015-in-online-emotion](http://www.theherald.com.au/story/3615670/2015-in-online-emotion).

- Profile in the Sydney Morning Herald, Career section: “*Tapping into the Twittersphere*” by Carolyn Rance, March 7-8 2015.
- Article about our work social media monitoring for the State Library of New South Wales: Sydney Morning Herald, January 16th, 2015, by Declan Gooch: "Library monitors Twitter posts as part of state's social history".
- Article about our work on web analytics and social media monitoring (December 3rd, 2014): <https://theconversation.com/a-new-way-to-fix-those-frustrating-websites-34531> and <http://csironewsblog.com/2014/12/03/a-new-way-to-fix-those-frustrating-websites/>
- Article about our ASPIRE work (December 22, 2014): <http://my.csiro.au/News-and-events/News-Listing-Page/2014/December/22/Industry-SMEs-ASPIRE-to-reduce-waste.aspx>
- Article about the commercialisation of Vizie (July 3<sup>rd</sup>, 2014): <http://www.itnews.com.au/News/389079,hostworks-gives-csiro-analytics-tools-a-second-life.aspx>
- Over 120 media reports about *We Feel*.
- Mentions of our work on Social Media with Centrelink (2013)
  - People remain central to digital service design: <http://www.canberratimes.com.au/national/public-service/people-remain-central-to-digital-service-design-20131128-2yee6.html>.
  - Comment: “VIZIE has really helped increase our exposure and credibility in the social media space. With student forums for example, it’s gone from students thinking ‘why are you here’, to them now waiting to receive the official response because they know we are online. It has certainly helped us address misinformation out there and proactively provide the information that people are looking for.” Amanda Dennett, Senior Social Media, Communication Division, Department of Human Services
- Mentions of our work on Social Media with Centrelink (2010)
  - [http://www.computerworld.com.au/article/372498/departement\\_human\\_services\\_finalises\\_hosting\\_consolidation/?fp=4&fpid=5](http://www.computerworld.com.au/article/372498/departement_human_services_finalises_hosting_consolidation/?fp=4&fpid=5)
  - <http://www.zdnet.com.au/twitter-the-new-talkback-radio-govt-339307019.htm>
  - [http://www.computerworld.com.au/article/366722/human\\_services\\_csiro\\_tailor\\_social\\_media\\_monitor/?fp=4&fpid=5](http://www.computerworld.com.au/article/366722/human_services_csiro_tailor_social_media_monitor/?fp=4&fpid=5)
  - The social media tool tweet from CSIRO on 4 Nov about Gov 2.0 got in the top 3 'clicks' for CSIRO for Nov.
  - CSIRO Internal Weekly Newsletter: Monday m@il, Issue 394, 15 November 2010 (Social media tracking tool gets Gov 2.0 attention)
- Articles about our work on Social Media (2009, 2010)
  - The Australian, Higher Education section, February 10, 2010 (Study is sorting the tweets from the chaff.)
  - CSIRO Internal Weekly Newsletter: Monday m@il, Issue 367, 3 May 2010 (Julie and Julia: US visitors research online communities with CSIRO)
- Profile: Cécile Paris. Sydney Morning Herald, July 11<sup>th</sup>, 2006 (Sailing into the unknown).
- Bruce McCabe from The Australian published an article about our work in the Australian IT section (Developers giving us information overload), April 15, 2003.
- Based on an interview with me, Vanessa Woods published an article in IDM ([idm.net.au](http://idm.net.au)) (The next Information Revolution – Intelligent Interactive Technologies), May 16, 2002.
- Press interviews about the Isolde work, including:
  - a number of interviews on the ABC (Australian Broadcast Corporation) radio (including ABC Radio Victoria StateWise with Lynne Haultain, February 6, 2002; and ABC Northern Tasmania with Elaine Harris, March 13, 2003);
  - a radio interview in Germany;
  - an article on Znet Australia (CSIRO improves unreadable manuals), February 6, 2003;
  - an article in the Canberra Times (CSIRO tackles the big one: manuals), February 10, 2003;
  - an article in Image and Data Management News (IDM) (CSIRO research reduces manual labour), February 11, 2003;
  - an article in NewScientist (End computer rage with a manual that makes sense), February 22, 2003;

- an article in The Australian (Prototype to take tedium out of manuals), March 25, 2003;

## Professional Activities

### Chair or co-chair of a committee:

- Sponsorship Chair for the Annual Conference of the Association for Computational Linguistics (ACL), Melbourne, July 2018, Melbourne.
- Co-Organiser of SMM4H: 3rd Social Media Mining for Health Applications Workshop & Shared Task at EMNP 2018, Belgium, November 2018.
- Co-Tutorial and Workshop Chair for UMAP 2017 (User Modelling, Adaptation and Personalization), 9-12th July, 2017 at FIIT STU, Bratislava, Slovakia.
- Co-Organiser of SMM4H: 2nd Social Media Mining for Health Applications Workshop & Shared Task at AMIA 2017, AMIA Annual Symposium, Washington DC, DC, USA, November 4, 2017
- Co-Organiser of PEGOV 2015: the 3rd International Workshop on Personalization in e-Government and Smart Cities: Smart Services for Smart Territories. Held in conjunction with UMAP (User Modelling, Adaptation and Personalization), Dublin, Ireland, June 29-July 3rd, 2015.
- Co-Organiser of PATH 2015: International Workshop on Personalisation and Adaption in Technology for Health. Held in conjunction with UMAP (User Modelling, Adaptation and Personalization), Dublin, Ireland, June 29-July 3<sup>rd</sup>, 2015.
- Co-organiser of the ECIS Workshop on Social Information Systems, held in conjunction with ECIS 2014 (The 22nd European Conference on Information Systems), Tel Aviv, Israel, June 2014.
- Co-Organiser of the Second International Workshop on Personalization in eGovernment Services and Applications (PEGOV2014), held in conjunction with the International Conference on User Modelling, Adaptation and Personalisation (UMAP 2014). Denmark.
- Co-Organiser of the First International Workshop on Personalization in eGovernment Services and Applications (PEGOV2013), held in conjunction with the International Conference on User Modelling, Adaptation and Personalisation (UMAP 2013), Rome, June 2013.
- Co-Organiser of the 2013 workshop on Trust and User Models (TRUM 2013), held in conjunction with the International Conference on User Modelling, Adaptation and Personalisation (UMAP 2013), Rome, June 2013.
- Technical co-chair of OZCHI 2011, Canberra. OZCHI is the National Conference on Human Computer Interaction, the annual conference of CHISIG, the Computer Human Interaction (HCI) Special interest group of the Human Factors and Ergonomics Society of Australia.
- Chair of CHISIG: the Special Interest Group on HCI, a special interest group of the Human Factors and Ergonomics Society of Australia. This is the national society for Human-Computer Interaction: December 2001 – 2017. (<http://www.chisig.org>)
- Board member of the Special Interest Group on Natural Language Generation (SIGGEN) of the Association for Computational Linguistics (ACL). Elected 2008. Term ended in 2012.
- Co-Chair of the Workshops on Personalisation in eHealth for the past few years. Each workshop is organised at a major international conference. In 2010, the workshop was organised with eHealth 2010, Casablanca, Morocco.
- Posters and demonstrations co-chair, JCDL (Joint Conference on Digital Libraries), Brisbane, May 2010.
- Co technical chair of the CSIRO ICT Centre Conference, 2010.
- Co-chair with Dr Nathalie Colineau and Lawrence Cavendon of the HCSNet workshop on “Social Technologies: Applications for Health and Medicine, September 2009.
- Programme Co-chair of IUI 2006 (Intelligent User Interfaces), Sydney, January 2006. IUI is the annual meeting of the intelligent interfaces community and serves as the principal international forum for reporting outstanding research and development on intelligent user interfaces. IUI is supported by ACM (Association for Computing Machinery). Programme co-chair is Dr Candy Sidner, from Mitsubishi Electric Research Laboratories (MERL, USA). <http://www.iuiconf.org>

- Local Co-Chair of ACL/Coling 2006, to be held in Sydney, July 2006. ACL is the annual conference of the Association for Computational Linguistics (ACL), one of the most prestigious fora for work in that area. Coling is another very well know international conference, which occurs every 2 years. We will be joining these 2 conferences in 2006, here in Sydney. Co-Chair: Professor Robert Dale, Macquarie University. <http://www.coling2006.org> or <http://www.acl2006.org>
- Chair of ALTA, the Australasian Language Technology Association; December 2004 – 2009. (<http://www.alta.asn.au>)
- Member of the executive board of ALTA, the Australasian Language Technology Association; December 2002 – December 2004.
- Co-programme chair of the Australasian Language Technology Workshop (ALTW) 2004, Macquarie University, Sydney.
- Tutorial Co-Chair for CHI 2004.
- Advisor to OzCHI 2003, the National Human Computer Interaction Conference, Perth.
- General chair for OzCHI 2000, the National Human Computer Interaction Conference, Sydney, December 2000.
- Chair for the Generation and the Machine Translation track for ACL'99 (Association for Computational Linguistics – the main forum for the area of language technology), Maryland, June 1999.
- Theme Co-Chair for ACL'99, the Annual Conference for Computational Linguistics, June 1999. Theme title: Design, Implementation and Uses of Controlled Languages. Co-chair: Prof. Anthony Hartley (ITRI, University of Brighton).
- Programme Co-Chair for the Sixth International Conference on User Modeling (UM-97), Chia Laguna, Sardinia, Italy. Co-Chair: Dr. Anthony Jameson; General Chair: Prof. Carlo Tasso.
- Workshop co-organiser: PhD Workshop on Natural Language Generation, held in conjunction with ESSLLI'97 (The European Summer School in Logic, Language and Computation), August 11-22, 1997, Aix-en-Provence, France. (Organised with Robert Dale -- MRI/Macquarie University)
- Technical Program Associate Chair: AAAI-90 (Annual Meeting of the American Association for Artificial Intelligence), 1990;
- Tutorial Chair for ACL-91 (Annual Meeting of the Association for Computational Linguistics);
- Local arrangements co-chairperson for the 24th Annual Meeting of the Association for Computational Linguistics (ACL), held at Columbia University, 1986.

**Conference Program Committee Member (selected):** Unless a specific year is provided, I have been a member of the programme committee regularly throughout my career (i.e., for all conferences) or since their inception (or, for Australian conferences, since I am in Australia):

- Co-organiser of the NLP COVID-19 workshop at ACL 2020.
- The Intelligence User Interfaces (IUI) Conferences, since its inception (I became Associate Chair/Senior PC Member in 2009).
- UMAP (User Modelling and Adaptive Presentation), since its inception. UMAP is the joint Conference of Adaptive Hypertext and Hypermedia and User Modelling.
- The Annual Meeting of the Association for Computational Linguistics (ACL) and the Meeting of the European Chapter of the Association for Computational Linguistics (EACL), amongst the top venue for research in natural language processing.
- Coling (COmputational LINGuistics). Coling is another main international forum for Language Technology).
- The AUI (Australian User Interface Conferences) (since 1997).
- The Australasian Natural Language Processing (ALTA) Workshop (since 1997).
- The Annual CSIRO ICT Centre Conference.
- CMNA (The workshop on Computational Models of Natural Argument), usually held in conjunction with a major international conference.
- Student Session for the Annual Conference of the Association for Computational Linguistics (ACL): 2003; 2004; 2005; 2006.
- The French annual Conference on Language Technology (TALN).
- The International Workshop on Natural Language Generation (INLG).
- The European Workshop on Natural Language Generation.

- The International Conference on User Modelling (UM): Programme Committee member every conference since its inception in 1989 (until it became UMAP). Usually Member of the programme committee for both the main conference and the PhD consortium.
- LREC 2010 (International Conference on Language Resources and Corpora)
- The 2010 International Workshop on Multimodal Output Generation.
- Iix 2010: Information Interaction in Context
- ADCS 2010, 2009, 2008: Australian Document Computing Symposium
- Programme Committee Member for INTERACT 2009.
- The Annual International Conference of the ACM Special Interest Group on Documentation (SIGDOC): 2003; 2002; 2001; 2000.
- The International Conference on Artificial Intelligence and Education, 2007; 2005.
- ANLP-NAACL for the Generation and Summarization track. (ANLP: Applied Natural Language Processing; NAACL: North American Chapter of the Association for Computational Linguistics -- These 2 conferences are amongst the main fora for Language Technology; they are joined this year.)
- Thematic session on "Corpus-based Approaches to Discourse and Dialogue" as part of the 1999 Annual Meeting of the Association for Computational Linguistics (ACL'99), Maryland, June 1999.
- The International and Interdisciplinary Conference on Modelling and Using Context: CONTEXT-99; CONTEXT-97.
- SBIA-96 (Brazilian Symposium on Artificial Intelligence), Brazil.
- ACL-96 (The Annual Meeting of the Association for Computational Linguistic), Santa Cruz, California.
- ICTAI'96: the 8th IEEE International Conference on Tools with Artificial Intelligence, Toulouse, November 1996.
- ECAI-96 (European Conference on Artificial Intelligence), Budapest, Hungary.
- "Les Journées de L'Explication'96", Sophia-Antipolis, France.
- The 1995 International Conference on Computers in Education (ICCE).
- Student Programme Committee, 1993 Annual Meeting of Computational Linguistics Association;
- Member of organizing/reviewing committee for international workshops:
  - The 1997 Australasian Natural Language Program Committee, Macquarie University, Sydney.
  - The ECAI-96 Workshop on Argumentation.
  - The following workshops at IJCAI-95, Montreal, (Canada):
    - Workshop on Context in Knowledge and Reasoning Modelling.
    - Workshop on Comprehensibility.
- The workshop on 'Text Summarization for Intelligent Communication', December 1993, Dagstuhl Castle, Germany.
- The ECAI-91 Workshop on 'Improving the Use of Knowledge-Based Systems with Explanations'.
- The AAAI symposium on Cooperative explanations, March 1992, Palo Alto California.
- The following workshops at IJCAI-1991, Sydney (Australia):
  - Decision Making throughout the Generation Process.
  - Agent Modelling for Intelligent Interaction.
  - Explanation generation for knowledge-based systems: what do users need and want in practice?
- The AAAI-88 Workshop on Explanations, August 1988, Saint Paul, Minnesota.

### **Member of Editorial Boards:**

- Associate Editor for *Digital Health* (a specialty section of *Frontiers in Public Health and Frontiers in ICT*);
- *Computational Linguistics*
- The French Journal for Artificial Intelligence (*Revue d'Intelligence Artificielle – RIA*);
- *ISCT Transactions on e-Health journal*
- *User Modeling and User-Adapted Interaction: an International Journal*, published by *Kluwer Academic Publishers*; 1989 - 1996;

### **Reviewer**

- **Conferences and Workshops:**



- SIGIR 2010: the ACM Special Interest Group in Information Retrieval.
  - EMNLP 2010: Empirical Methods in Natural Language Processing.
  - Human Factors 2002. Human Factors 2002 is a Joint Conference of the Ergonomics Society of Australia (ESA) and the Computer Human Interaction Special Interest Group (CHISIG's OZCHI Conference).
  - Frequent reviewer for OZCHI, the Australian Conference for Human Computer Interaction.
  - The Ozchi workshop on Health, 2009.
  - The Third Australian Document Symposium (ADCS'98).
  - The 1995 International Joint Conference On Artificial Intelligence (IJCAI), Montreal, Canada, August 1995, for tracks: AI and Education; Natural Language;
  - The 1995 European Workshop on Natural Language Generation; Leiden, The Netherlands, May 1995;
  - The 1990, 1992 and 1994 meetings of the International Association for Computational Linguistics (COLING-90, -92, -94);
  - The 1993 World Conference on Artificial Intelligence in Education (AI-Ed'93);
  - The Annual Meeting of the American Association for Artificial Intelligence (AAAI), 1990;
  - The IEEE AI Applications Conference, 1990;
  - The Tenth International Joint Conference On Artificial Intelligence (IJCAI), Milan, August 1987.
  - The 'Use of AI Techniques in Software Design and Implementation' Program at the 21st Hawaiian International Conference on System Sciences, 1987.
- **Journals:**
    - Journal of Trust Management
    - International Journal of Medical Informatics
    - Journal of Artificial Intelligence in Education;
    - ACM TOCHI (Transactions for Computer Human Interaction);
    - ACM Transactions on Learning Technologies;
    - Dialogue and Discourse;
    - AI and Education;
    - IEEE;
    - The Review of Hypermedia and Multimedia, 1998 special issue on 'adaptivity and user modeling in hypertext/hypermedia systems' and 'hypermedia for museums and cultural heritage';
    - Natural Language Engineering
    - The International Journal of Human Computer Studies (former IJMMS: International Journal of Man-Machine Studies);
    - Computational Intelligence;
    - Computational Linguistics;
    - Information Processing and Management: Special issues on Text Summarisation;
    - The Cognitive Science journal.
  - **Grants giving bodies:**
    - The National Science Foundation, USA;
    - The ARC Australian Research Council;
    - The Council for the Humanities of Netherlands Organization for Scientific Research (NWO, the Dutch Research Council);
    - The Canadian Research Council.

## **Member of the following professional societies**

- CHISIG (The Special Interest Group in Computer Human Interaction of the Ergonomics Society of Australia) and the Human Factors and Ergonomics Society of Australia.
- Australian Computer Society.
- Australasian Language Technology Association (ALTA).

- AISB Committee Member: Society for the Study of Artificial Intelligence and Simulation Behavior, UK. Elected November 1994; resigned when leaving the UK.
- Association for Computational Linguistics (ACL);
- Association for Computing Machinery (ACM), and its special interest groups on Human Computer Interaction, Documentation, Ethics and Society, and Information Retrieval.
- Special Interest Group on Artificial Intelligence.
- Society for the Study of Artificial Intelligence and Simulation of Behaviour;
- Association for the Advancement of Artificial Intelligence (AAAI);
- Cognitive Science Society;
- Association for the Advancement of Computing in Education.

### **References:**

- Professor Anthony Hartley, Emeritus Professor of Translation Studies, Centre for Translation Studies, University of Leeds, UK.
- Professor Kathleen McKeown, Henry and Gertrude Rothschild Professor of Computer Science, Columbia University, New York.
- Professor Judy Kay, CHAI - Computer Human Adapted Interaction Research Group, Sydney University: judy.kay@sydney.edu.au ; ph: 02-9351-4502