

## Courses, Presentations and Publications

"ITIL Service Continuity Management," itSMF New England LIG, March 21, 2006, The Publick House, Sturbridge, Massachusetts

"Other Resources for Standards and Best Practices in IT Service Management," NERCOMP Customer Service SIG, March 7, 2006, College of the Holy Cross, Worcester, Massachusetts

"Broadband Access Models for the Distributed Enterprise," MassNetComms Breakfast Panel, October 19, 2005, Silicon Valley Bank, Newton, Massachusetts

"Videoconferencing 101," MECNET User Conference, October 5, 2005, Verizon Customer Presentation Center, Marlboro, Massachusetts

"Internet2," Westfield State College Faculty, October 14, 2004, Westfield State College, Westfield, Massachusetts

"Leveraging Technology Investment: Making 'IT' Happen," Friel, H., Chmura, M., Newton, R., Ravenelle, D., NERCOMP, March 17, 2003, Worcester's Centrum Centre

"Ask the Network Experts" (Introduction and Moderator), *networks expo boston*, February 13, 1996, Hynes Convention Center, Boston

"Learning to Drive on the Information Superhighway," (one-day workshop), September 16, 1995, Worcester Polytechnic Institute

"Network Software Distribution Using Lotus *Notes*," Boston Computer Society Lotus *Notes* SIG, May 3, 1995, BCS Headquarters, Waltham, Mass.

"Selection and Implementation of an Enterprise Desktop Database Standard Application," Course MG IS-4, Mar. - May, 1995, Worcester Polytechnic Institute

"Policy and Procedure" (panel), *networks expo boston '95*, February 14, 1995, Hynes Convention Center, Boston

"Working with Consultants," (guest lecturer), Course MG570 (Executive MBA), July 13, 1994, Worcester Polytechnic Institute (extension -- Mass. Technology Park Corporation, Northboro, Mass.)

"Negotiating" (team taught role play), June 1994, Pushkin-Worcester Chamber of Commerce "Theory and Practice of American-Russian Business" seminar series, Pushkin City Administration Hall, City of Pushkin, Russia

"Understanding and Selecting a Computer", June 1994, Pushkin Worcester-Chamber of Commerce "Theory and Practice of American-Russian Business" seminar series, Pushkin City Administration Hall, City of Pushkin, Russia

"Using the Internet for International Communications", June 1994, Pushkin Worcester-Chamber of Commerce "Theory and Practice of American-Russian Business" seminar series, Pushkin City Administration Hall, City of Pushkin, Russia

"Wide Area Networks", (guest lecturer), Course MG2700, Feb. 10, 1994, Worcester Polytechnic Institute

"Introduction to Business Applications" including *DBase From The Dot Prompt* (text by Warren M. Littlefield), Course MG1700, Jan. - Mar., 1994, Worcester Polytechnic Institute

"Les communications électronique: technologie et aspects économiques", July, 1993; La semaine A.C.A. en Nouvelle Angleterre, Assumption College

"Business Uses of Telecommunications Technology", May, 1993; Pushkin-Worcester Chamber of Commerce "Theory and Practice of American-Russian Business" seminar series, Kochubay Palace, City of Pushkin, Russia

"L'évolution des Ordinateurs", September, 1992, syndicated French language television show *Bonjour*

"Telecommunications-- the State of the Art", October, 1987; Central Massachusetts Business Expo, The Centrum in Worcester

"The Selection and Implementation Process for a Telecommunications System", March, 1984; Worcester Area Chamber of Commerce Seminar on Telecommunications, Sheraton Worcester

"Case Study: Energy Control Microprocessor Systems", *Building Operating Management*, January, 1983, pp. 74-75

"Adding Interconnect to Intercom", *Sound and Communications*, August, 1974, pp. 16-20