

CURRICULUM VITAE

Maria A, Lambrou

Assistant Professor in e-Business

University of the Aegean, Department of Shipping, Trade and Transport

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WORK EXPERIENCE

2002 – present:

University of the Aegean, Business School, Department of Shipping, Trade and Transport, Chios Island, Greece

Assistant Professor in e-Business (2006-present),

Lecturer (2002-2006)

Teaching: e-business, internet technologies, management information systems, shipping and transport informatics, and innovation management courses.

Research in the areas of: e-learning, e-government, e-business, service engineering, mobile and pervasive communications, digital shipping and intelligent transportation systems

2001

PricewaterhouseCoopers (PwC) Management Consultants, Athens Greece

Management Consultant: e-business applications and technologies

1994-2002

National Technical University of Athens, School of Electrical Engineering and Computer Science, Athens, Greece

Research Associate: research and teaching in the areas of e-business, mobile communications and service engineering

EDUCATION AND TRAINING

1994-1998

National Technical University of Athens, Greece, Department of Electrical Engineering and Computer Science

Ph.D. in Service engineering

1993-1994

Brunel University, London U.K., Dept. of Management Studies

M.A. in Industrial Relations

1988-1994

Aristotle University of Thessaloniki, Greece

Mechanical Engineering and Industrial Management

Diploma in Mechanical Engineering

PARTICIPATION IN R&D AND CONSULTING PROJECTS

- EU 7FP DG Mobility and Transport Programme eMAR (www.emarproject.eu), with INLECOM U.K., 01/12-12/14.
- EU 7FP DG TREN Programme e-Freight (www.efreightproject.eu), 01/10-12/13.
- EU TREN/FP7TR/234076 Programme INNOSUTRA: "Innovation Processes in Surface Transport", 01/10-12/12.
- Leonardo Da Vinci (LdV) Transfer of Innovation Programme CAPTAINS: "Communication and Practical Training in Applied Nautical Studies", <http://www.captains.pro/>, 10/10-05/13.
- EU 7FP DG Mobility and Transport Programme KNOW-ME: "The European Academic and Industry Network for Innovative Maritime Training, Education and R&D", <http://www.know-me.org/>, 01/12-12/14.
- Thales R&D Project: Green Transport In Islands (GreTIA), <http://gretia.aegean.gr/>, 06/12-12/14.
- EU INTERREG III, STRAND B ARCHIMED Programme- iPORTS: "Intelligent Port Systems", 01/06-12/08.
- EU Leonardo Da Vinci (LdV) Programme - Rural-eGov: "Training Rural SMEs in Using e-Government Services",

10/06-12/08.

- E.U. IST-SLIM-VRT (Self Learning Integrated Methodology- Virtual Reality Tool), 2002-1005.
- Technical and Management Consulting for the Establishment of the National Public Administration Communications Network SYZEFXIS (Ministry of Interiors), 2004-2006
- E.U. IST-2001-38142-CONTEXT (Active Creation, Delivery and Management of Efficient Context Aware Services), 2002-2004
- Consulting for the National Plan for Information and Communication Security (Greek Ministry of Transport and Communication), 2003
- E.U. IST-CB-BUSINESS (Cross-Border Business Intermediation through Electronic Seamless Services) 2002-2003
- E.U. IST-1999-10130 SMART-EC (Support for Mediation And brokering for Electronic Commerce), 2000-2002.
- E.U. IST-BEE (Business environment of biometrics involved in electronic commerce), 2000-2001
- Programme Management for the JV Emporiki Bank-Predica-Credit Agricole (PwC), 2001
- E.U. IST-SEED (South Eastern European Digital Economy) 2000-2002
- Greek General Secretariat for Research and Development-EPET II OSHEL: A Integrated eCommerce System for the Retail Sector, 1999-2000
- ACTS-ABS (Architecture for Information Brokerage Services), 1996-1998
- AC036-DOLMEN (Service Machine Development for an Open Long-term Mobile and Fixed Network Environment), 1995-1998.
- RACE R2066-MONET (Mobile Network Project), 1995-1996

VISITOR POSTS

- Norwegian University of Science and Technology (NTNU) in Trondheim, Faculty of Engineering Science and Technology, Department of Marine Technology (09-2006), ERASMUS Visiting Lecturer
- Norwegian University of Science and Technology (NTNU) in Trondheim, Faculty of Engineering Science and Technology, Department of Marine Technology (2008), Visiting Professor
- Imperial College of Technology and Medicine, Department of Civil and Environmental Engineering, Centre of Transport Studies (2008), Academic Visitor

PUBLICATIONS

Scientific Journals

- [1] M.A. Lambrou, Ø.J. Rødseth, H. Foster, K. Fjørtoft, "Service-oriented computing and model-driven development as enablers of port information systems: an integrated view", *WMU Journal of Maritime Affairs*, Volume 12, Issue 1, pp. 41-61, 2013.
- [2] Giulia Arduino, Raimonds Aronietis, Yves Crozet, Koos Frouws, Claudio Ferrari, Laurent Guihéry, Seraphim Kapros, Ioanna Kourounioti, Florent Laroche, Maria Lambrou, Michael Lloyd, Amalia Polydoropoulou, Athena Roumboutsos, Eddy Van de Voorde, Thierry Vanelslender, "How to turn an innovative concept into a success? An application to seaport-related innovation", *Research in Transportation Economics*, Volume 42, pp. 97-107, 2013.
- [3] Nikolaos Marianos, Maria A. Lambrou, "An Integrated Methodology for the Evaluation of Electronic Port Services", *International Journal of Service Science, Management, Engineering, and Technology*, Volume 1, Issue 3, pp. 63-83, 2011
- [4] Nikolaos Marianos, Maria A. Lambrou, Nikitas Nikitakos, George Vaggelas, "Managing Port e-Services in a Socio-Technical Context", *International Journal of Shipping and Transport Logistics*, Volume 3, Issue 1, pp. 27-56, 2011
- [5] Miltiades E. Anagnostou, Maria A. Lambrou, "Privacy now and in the age of ambient intelligence", *International Journal of Electronic Security and Digital Forensics*, Volume 2, Issue 4, pp 355-364, 2009
- [6] Dionysis Kefallinos, Maria A. Lambrou, Efsthathios D. Sykas, "A Risk Assessment model for secure e-Government services", *International Journal of Electronic Government Research*, Volume 5, Issue 2, pp. 72-92, 2009
- [7] Georgios Dourmas, Nikitas Nikitakos, Maria A. Lambrou, "Electronic Business and the concept of Digital Business Ecosystems applied to the Shipping Industry: the Greek Shipping Case", *Journal of Management Sciences and Regional Development*, Vol. 6, pp. 1-17, 2008.
- [8] Maria A. Lambrou, Athanasios A. Pallis, Nikitas V. Nikitakos, "Exploring the applicability of electronic markets to port governance", *International Journal of Ocean Systems Management*, Volume 1, Number 1, pp. 14 - 30, 2008.
- [9] Georgios Dourmas, Nikitas Nikitakos, Maria A. Lambrou, "A Methodology for Rating and Ranking Hazards at Formal Safety Assessment using Fuzzy Logic", *Quarterly Archives of Transport*, vol. 19, issue 3, pp.75-86, 2007.

- [10] Georgios Dourmas, Nikitas Nikitakos, Maria A. Lambrou, "Evaluation of Electronic Maritime Services using Fuzzy Logic Techniques", *International Journal of Business Information Systems*, Vol. 4, No 1, pp.1-24, 2009.
- [11] Maria A. Lambrou, Kay E. Fjørtoft, Efstathios D. Sykas, Nikitas Nikitakos, "Ambient intelligence technologies in support of shipping markets' operations", *Telematics and Informatics*, Volume 25, Issue 2, pp.72-83, 2008.
- [12] Maria A. Lambrou, Athanasios A. Pallis "Electronic Markets Business Models to Integrate Ports in Supply Chains", *Journal of Maritime Research*, 4(3), pp.67-86, 2007.
- [13] Constantina I. Costopoulou, Maria A. Lambrou, Sotirios T. Karetos, "A Multi-Agent system for Internet Middlemen in B2B Environment: a Case Study in Agribusiness", *International Journal of Applied Systemic Studies*, Vol.4, No 1, in press, 2007.
- [14] Dionysis Kefallinos, Maria A. Lambrou, Efstathios D. Sykas, "Secure PKI-enabled e-government infrastructures implementation: the SYZEFXIS-PKI case", *Electronic Government, an International Journal*, Vol. 3, No 4, pp. 420 – 438, 2006.
- [15] Maria A. Lambrou, "On Digital CSR-aware Shipping", *Journal of Transport and Shipping*, Vol. 4, No 1, 2006.
- [16] Constantina I. Costopoulou, Maria A. Lambrou, P.C. Harizanis, "A framework for electronic trading of hive products", *Bee World*, Vol. 81, No. 4, pp. 172-181, 2000.
- [17] Constantina I. Costopoulou, Maria A. Lambrou, "An architecture of virtual agricultural market systems: the case of trading perishable agricultural products", *Information Service and Use*, Vol. 20, pp. 39-48, 2000.
- [18] Maria Lambrou, Miltiadis Anagnostou, "Migration vs. convergence: The TINA system case", *Interoperable Communication Networks (ICON): Special issue on Interoperability of Networks for Interoperable Services*, Vol. 1/2, No. 4, pp. 542-550, 1998.

Book Chapters

- [19] Amalia Polydoropoulou, Maria A Lambrou, "Development of an e-Learning Recommender System Using Discrete Choice Models and Bayesian Theory: A Pilot Case in the Shipping Industry", *Security Enhanced Applications for Information Systems*, edited by Christos Kalloniatas, ISBN 978-953-51-0643-2, 2012
- [20] Dionysis Kefallinos, Maria A. Lambrou, Efstathios D. Sykas, "A Multi-level Relational Risk Assessment Model for Secure E-Government Projects", *Applied Technology Integration in Governmental Organizations: New E-Government Research*, Vishanth Weerakkody (Ed.), pp. 53-181, IGI Publishing, 2011.
- [21] Miltiades E. Anagnostou, Maria A. Lambrou, "On e-Government Project Development in Balmeda", *Next Generation Society: Technological and Legal Issues*, pp. 259-269, Springer Berlin Heidelberg, 2010
- [22] Ioannis Theotokas, Nikolaos Marianos, Maria A. Lambrou, "An Adapted Evaluation Method for Rural SMEs Oriented e-Learning Services/Projects", *WSKS (9)*, pp. 669-677, Springer Berlin Heidelberg, 2008
- [23] Nikitas Nikitakos, Maria A. Lambrou, "Digital Shipping: The Greek Experience", in *Maritime Transport: The Greek Paradigm*, *Research in Transportation Economics*, Volume 21, pp. 387-421, Elsevier, 2007.
- [24] Miltiades E. Anagnostou, Maria A. Lambrou, "Traffic Conscious Distribution of Service Components", in *Lecture Notes in Computer Science LNCS 3042/2004*, pp. 1132 - 1142, Springer-Verlag, Berlin Heidelberg, 2004.
- [25] D.Gouscos, Maria Lambrou, G.Mentzas, P. Georgiadis, "A Methodological Approach for Defining One-Stop Shop e-Government Service Offerings", *Lecture Notes of Computer Science*, LNCS 2739/2003, pp. 173-176, Springer-Verlag Berlin Heidelberg, 2003.
- [26] M.Lambrou, G.Karetos, E.Protonotarios, "A Service Analysis and Service Design Framework for the Implementation of a generic Brokerage Service", *Advances in Information Technologies: The Business Challenge*, J.-Y. Roger et al. (eds.), pp. 226-233, IOS press,1998.
- [27] E.C.Tzifa, M.A.Lambrou, M.E.Anagnostou, E.N.Protonotarios, "Support of personal mobility by open service architectures", *Advances in Information Technologies: The business challenge*, pp. 682-689, J.-Y. Roger et al. (eds.),IOS Press, 1998.
- [28] B. Wind, M. Samarotto, P. Nicosia, M. Lambrou, E.Tzifa "Enhancing the TINA Architectural Framework for Personal Mobility Support", *Intelligence in Services and Networks: Technology for Ubiquitous Telecom Services*, Sebastiano Trigila, Al Mullery, Mario Campolargo, Hans Vanderstraeten, Marcel Mampaey (eds.), *Lecture Notes in Computer Science LNCS 1430*, pp. 233-248, Springer-Verlag Berlin Heidelberg, 1998.
- [29] E. Tzifa, P. Demestichas, M. Lambrou, A. Kaltabani, S. Kotrotsos, M.Anagnostou, "Advanced service creation environment: Practices implementation and application", *Technologies for the Information Society: Development and Opportunities*, J-Y. Roger, P. Stanford-Smith, P. T. Kidd (eds), pp. 466-473, IOS press, 1998

Scientific Conferences

- [30] D. Papachristos, N. Nikitakos, M. Lambrou, "Marine E-Learning Evaluation: A Neuroscience Approach", in Proceedings of 10th International Symposium on Marine Navigation and Safety of Sea Transportation - TransNav 2013, Gdynia Poland, 19-21 June, 2013.
- [31] Amalia Polydoropoulou, Maria A. Lambrou, Athena Roumboutsos, Ioanna Kourounioli, "Investigating the Factors Affecting the Successful Implementations of a Port Community", in Proceedings of European Conference on Shipping, Intermodalism & Port- ECONSHIP 2011, Chios, Greece, 22-24 June, 2011.
- [32] Nikolaos Marianos, Maria A. Lambrou and Dimitrios Spyrou, "An Integrated Methodology for Evaluating Electronic Port Services for Container Terminals: the Port of Piraeus case", in Proceedings of European Conference on Shipping, Intermodalism & Port- ECONSHIP 2011, Chios, Greece, 22-24 June, 2011.
- [33] Ornulf Jan Rodseth, Kay Endre Fjortoft, Maria A. Lambrou, "Web Technologies for Maritime Single Windows", in Proceedings of 3rd International Maritime-Port Technology and Development Conference- MTEC 2011, Singapore, 13-15 April, 2011.
- [34] Kay Endre Fjortoft, Maria A. Lambrou, Marianne Hagaseth, Pål Baltzersen, "Maritime Transport Single Windows: Issues and Prospects", in Proceedings of, 9th International Symposium on Marine Navigation and Safety of Sea Transportation- TransNav 2011, Gdynia, Poland, 15-17 June 2011.
- [35] Maria A. Lambrou, Howard Foster, "Next Generation e-Maritime Systems Engineering: in Proceedings WCTR 2010, Lisbon, Portugal , 11-15 July, 2010.
- [36] Maria A. Lambrou and Nikolaos Marianos, "E-Learning in the Public Sector: Training and Empowering Users of E-Government", in Proceedings of the 3rd International Conference on e-Learning, (CD-Rom), Columbia University, New York, USA, 2008.
- [37] Manolis Sardis, Maria A. Lambrou, "A Multi-Agent System for e-Chartering", ICEBE 2007, pp. 257-267, 2007
- [38] Maria A. Lambrou, "From an e-learning platform to m-learning environments: design issues and guidelines", in Proceedings of the 2nd International Conference on e-Learning, (CD-Rom), Columbia University, New York, USA, pp. 277-286, 28-29 June 2007.
- [39] Nikolaos Marianos, Maria A. Lambrou, Nikitas Nikitakos, "Emergent Port Services in the Context of Information and Communication Technologies" in Proceedings of the International Association of Maritime Economist (IAME) Conference 2007, (CD-Rom) Athens, Greece, 4-6 July 2007.
- [40] Nikolaos Marianos, George Perris, Maria A. Lambrou, Ioannis Theotokas, "E-Government Services for the Development of Small and Medium Enterprises in Rural Areas: the Rural eGov Approach", in Proceedings of RuralLearn International Conference (CD-ROM), Chios, 24-27 June 2007.
- [41] Georgios Dourmas, Nikitas Nikitakos, Maria A. Lambrou, "A Methodology for Rating and Ranking Hazards at Formal Safety Assessment using Fuzzy Logic", in Proceedings of Summer Safety and Reliability Seminars (SSARS 2007), Sopot, Poland, pp. 63-71, 22-29 July 2007.
- [42] Georgios Dourmas, Nikitas Nikitakos, Maria A. Lambrou, "Hazards Identification and Prioritization in Formal Safety Assessment using Fuzzy Logic Theory; in Proceedings of the International Symposium on Maritime Safety, Security and Environmental Protection, pp 72-85, Athens, Greece, 20-21 September 2007.
- [43] E. G. Stratakos, Ch. Nassis, N. Nikitakos, M. A. Lambrou, "IT Governance in Shipping Companies", in Proceedings of the Conference of International Association of Maritime Economists (IAME) 2007, (CD-Rom) Athens, Greece, 4-6 July 2007.
- [44] Maria Lambrou, Miltos Anagnostou, "Home Intelligence and Privacy", in Proceedings of the Mediterranean Conference on Information Systems 2006, Venice Italy, (CD-Rom), 5-9 October 2006.
- [45] Dionyssis Kefallinos, Maria A. Lambrou, Efstathios D. Sykas, "A Secure PKI Enabled National e-Government Infrastructure: The SYZEFXIS Case", in Proceedings of the 6th European Conference on e-Government, Philipps-Universität Marburg, Germany, pp.235-242, 27-28 April 2006.
- [46] Maria A. Lambrou, Nikolaos Marianos, "Electronic Port Governance", in Proceedings of the 2nd National Conference with International Participation on e-Democracy , Athens, Greece, 16-17 March 2006.
- [47] Georgios Dourmas, Nikitas Nikitakos, Maria A. Lambrou, Maria Doumi, A Methodology for Rating and Ranking Internet Business Electronic Services, in Proceedings of the 2nd International Conference on EU-EAST and South Asia Trade, Investment, Logistics and E-Business, pp 36-49, Chios, Greece, 9-11 October 2006.
- [48] E. Stratakos, N. Nikitakos, M.A. Lambrou, "Present State and Prospects of Electronic Services and Applications in Greek Oceangoing Shipping Industry" in Proceedings of the 2nd International Conference on EU-EAST and South

Asia Trade, Investment, Logistics and E-Business, pp 50-62, Chios, 9-11 Oct. 2006.

- [49] M.A. Lambrou, A. A Pallis, "Enhancing Port Competitiveness via the Enactment of Innovative Information Technologies, in Proceedings of the 21 European Conference on Operational Research (EURO XXI), (CD-Rom), Reykjavik, Iceland, 2-5 July 2006.
- [50] M.A. Lambrou, A. Polydoropoulou, N. Nikitakos, N. Litinas, "Personalized, Virtual Maritime Self-Learning in the SLIM-VRT Environment", in Proceedings of the 4th European Conference on e-Learning, (CD-Rom), Royal Netherlands Academy of Arts and Sciences, pp. 553-564, Amsterdam, The Netherlands, 10-11 November 2005.
- [51] M.A. Lambrou, N. Nikitakos, A.A Pallis, "Pervasive Shipping and Port Services" in Proceedings of the The KIECA International Conference 2005 On Trade, Investment, Logistics, and e-Biz, pp. 347-356, Gunsan, Korea, 30 Sep-01 October 2005.
- [52] Georgios Dourmas, Nikitas Nikitakos, Maria A. Lambrou, "ICT Adoption and the Concept of Digital Business Ecosystems applied to the Shipping Industry: the Greek Shipping Case, in Proceedings of the International Association of Maritime Economist (IAME) Conference 2005, pp. 1-17 Limassol, Cyprus, 22-25 June 2005.
- [53] Georgios Dourmas, Nikitas Nikitakos, Maria A. Lambrou "Maritime Network-centric Organizations, in Proceedings of the International Conference on Managing Global Trends and Challenges in a Turbulent Economy, pp 18-35, Chios, Greece, 13-15 October 2005.
- [54] M.A. Lambrou, N. Nikitakos, A. A. Pallis, "Advanced Information and Communication Technologies in support of Ports Integration in Logistics Systems", in Proceedings of the International Conference on Logistics 2004, pp. 189-198, Izmir, Turkey, 2004.
- [55] M.A. Lambrou, A.A Pallis, "One-Stop Electronic Service Provision: A Framework Applied to the Port Industry", in Proceedings of the 4th International Congress on Maritime Technological Innovations and Research, pp. 393-404, Barcelona: Technical University of Catalonia, Spain, 20-22 October 2004.
- [56] E. Stratakos, N. Nikitakos, M. Lambrou. "Potential of 4th Generation Portals in the Maritime Sector", in Proceedings of the International Association of Maritime Economists (IAME) Conference 2004, pp. 1433-1441, Izmir, Turkey 30 June-02 July 2004.
- [57] M.A. Lambrou, "Advancing the One-Stop Shop e-Government Paradigm", in Proceedings of the 2003 IEEE International Engineering Management Conference, "Managing Technology Driven Organizations: The Human Side of Innovation and Change", (IEMC'03), (CD-Rom), , New York, U.S.A., 2-4 November 2003.
- [58] M.E. Anagnostou, M.A. Lambrou, "On context Modeling", in Proceedings of the 2nd ANWIRE –Academic Network for Wireless Internet Research in Europe Workshop, (CD-Rom), Mykonos, Greece , 25-24 September 2003.
- [59] C.I. Costopoulou, M.A. Lambrou, "e-Government meets Agricultural Public Services", in Proceedings of the e-Democracy 2003 Conference, pp 25- Athens, Greece, 26-27 September 2003.
- [60] M.A.Lambrou, "Context aware Service Engineering in Support of Future Business Networks", in Proceedings of the 2nd COCONET - Context aware Collaborative Environments Worksop, Helsinki Espoo Finland, (CD-Rom), 2 December 2002.
- [61] S. Karetzos, C. Costopoulou, M. Lambrou, V. Zorkadis, "The use of intelligent agents in the e-agribusiness environment", in Proceedings of the 1st Conference of Hellenic Association of ICT in Agriculture, Food and Environment on "The impact of ICT in agriculture, food and environment", pp. 19-26, Athens, Greece, 6-7 June 2002.
- [62] Kaltabani, M. Lambrou, G. Karetzos, M. Anagnostou, "Modelling a Business to Business Intermediation Platform", in Proceedings of the 1st IFIP Conference on E-Commerce, E-Business, E- Government, Zurich, Switzerland, 4-5 October 2001.
- [63] M.A. Lambrou, E.N. Protonotarios, "Observations on converging services and technologies in regional e-commerce settings", in Proceedings of the leCC2000, 2nd South Eastern European Conference on e-Commerce, pp.106-110, Sofia, Bulgaria, 24-26 October 2000.
- [64] D. Polemi, M. Lambrou, "New Technologies in New e-Businesses", in Proceedings of the International Workshop on Intelligent Communication Technologies and Applications with Emphasis on Mobile Communications, pp. 218-223, Neuchatel, Switzerland, 5-7 May 1999.
- [65] M.A.Lambrou, M.E.Anagnostou, E.N.Protonotarios, "Multi-domain Federation Policies in Open Distributed Service Architectures", in Proceedings of the IEEE International Conference on Engineering Management (IEMC'98), pp. 71-76, San Juan, Puerto Rico, USA, October 11-13, 1998.
- [66] E.Tzifa, M. Lambrou, S.Fragouloupoulou, G.Bruno "Use of the OSAM Component Concept in Service Modelling", in Proceedings of IS&N97, (Fourth International Conference on Intelligence in Services and Networks), , Como, Italy, 27-29 May 1997.

- [67] M.Anagnostou, M.Lambrou, E.Tzifa, M.Lambrou, D.Prevedourou "Service Taxonomies and Service Modelling", in Proceedings of IS&N97 (Fourth International Conference on Intelligence in Services and Networks), Como, Italy, May 27-29 1997.

