

Paul P. Maglio
Ernest and Julio Gallo Management Program
University of California, Merced

Paul P. Maglio is a Professor of Management and Cognitive Science at the University of California, Merced. He is currently Chair of the Department of Management of Complex Systems and Director of the Division of Management and Information, in the School of Engineering at UC Merced. Previously, he was Associate Dean (Academic Personnel) in the School of Engineering, Chair of the Graduate Group on Management of Innovation, Sustainability, and Technology, and Chair of the Graduate Group in Electrical Engineering and Computer Science. He holds a bachelor's degree in computer science and engineering from MIT and an M.S. and a Ph.D. in cognitive science from the University of California at San Diego. As a researcher and manager at IBM Research - Almaden from 1995-2015, Dr. Maglio worked on programmable Web intermediaries, attentive user interfaces, multimodal human-computer interaction, human aspects of autonomic computing, and service science. His current research focuses on the nature of value creation in service settings, particularly given "smart" or "autonomous" technologies; aspects of human-computer interaction, especially on distributed work in real technology jobs and on how people conceptualize and work with technology; and human interaction and problem-solving in real-world settings, including problem-solving in games and work, including how people take actions to simplify, speed up, or make mental computation more efficient for themselves and for a group.

One of the founders of the field of service science, Dr. Maglio was Editor-in-Chief of *Service Science* (INFORMS) from 2013-2018, serves on the editorial board of the *Journal of Service Research* (Sage), and is lead editor of the *Handbook of Service Science, Volumes I and II* (Springer). His co-authored book, *Taming Information Technology: Lessons from Studies of System Administrators* (Oxford University Press), examines work practices in service delivery. He has chaired or co-chaired many conferences, including recently INFORMS International Conference (2018), IEEE International Conference on Cognitive Computing (2017), IEEE Services Computing Conference (2016), 37th Annual Conference of the Cognitive Science Society (2015), the International Conference on Service Science and Innovation (2014), and the Service Science, Management, and Engineering Minitrack at the Hawaii International Conference on Systems Science (2008-2020). Dr. Maglio has published more than 125 scientific papers in computer science, cognitive science, and service science, holds 15 US patents, and is an ACM Distinguished Scientist. He has taught service science at UC Merced since 2007.