

Curriculum vitae

1 Personal data

Last Name: **SCAGLIONE**

First Name: Miriam Edith

Date of birth: 6th January 1959
in Buenos Aires, Argentine

Status: Divorced without children

National: Swiss/ Italian / Argentinean

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1.1 Present Professional Situation

Since Sem Aut 2011-10	Professor in the module Marketing- Quantitative and qualitative methods Ecole Suisse de tourism HES-SO Valais
Since Sem Spring 2011	Professor of <i>Fundamental of tourism</i> II. Ecole Suisse de tourism HES-SO Valais
Jul 2009 to present	Professor HES. Proefessor of Multivariate Statistical Analyses in MBA of the HES-SO. Leading consultant/chief in hospitality, e-commerce, transportation and tourism projects.

2 EDUCATION

1999	Master in Statistics University of Neuchâtel, Switzerland
1997	<i>Doctor ès Sciences (PhD)</i> University of Neuchâtel, Switzerland
December 1993	Data base certificate <i>École polytechnique fédérale de Lausanne (EPFL)</i> , Switzerland
October 1990	Master in Cognitive Sciences. <i>École des hautes études en sciences sociales</i> , Paris, France.
August 1983	Bachelor in Computer Sciences Faculty of Sciences, University of Buenos Aires, Argentina.
August 1981	Bachelor of Science in Mathematics Institute of Higher Education (Haute Ecole Pédagogique) Joaquín V. González, Buenos Aires, Argentina.
December 1976	Graduated from High School <i>Nuestra Señora de la Misericordia</i> . Buenos Aires, Argentina.

3 ACADEMIC EXPERIENCE IN EUROPE

Nov 2008 to Jul 2009	<p>Senior research fellow.</p> <p>Lecture of Multivariate Statistical Analyses in MBA of the HES-SO.</p> <p>Leading consultant/chief in hospitality, transportation and tourism projects.</p>
2004 to Oct 2008	<p>Research officer at Institute for Economics & Tourism; University of Applied Sciences Valais, Switzerland.</p> <p>Visiting professor <i>Universidad de las Americas de Puebla, Mexico</i>.</p>
2001 to 2004	<p>Professor at Ecole hôtelière de Lausanne (EHL) & Research Officer at the Lausanne Institute of Hospitality Research (EHL), teaching Research Methods, Questionnaire analysis and Design and Quantitative data analyses. Researcher in Transportation. Responsible for several Student Business Projects in entrepreneurship. Supervisor of dissertations. Leading consultant in hospitality and transportation projects.</p>
1997-2001	<p>Research Fellow, Department of Public Statistics, IDHEAP, Chavannes-près-Renens, Switzerland. Supervisor : Prof. Antoine Gualtierotti.</p>
1999	<p>Teaching assistance in “Inference and statistical decision” at the School of Business Studies (<i>HEC</i>), University of Lausanne</p>
1998	<p>Teaching the module “Introduction to Statistics, Science and Technology: index interpretation”. European Master in Society, Science and Technology (ESST), <i>École polytechnique fédérale de Lausanne (EPFL)</i> Lausanne, Switzerland.</p>
October 1997	<p>Teaching assistant for the module of “Statistics and quantitative methods for the management applied to the Public Administration”. IDHEAP, Chavannes-près-Renens, Switzerland.</p>
1996-1997	<p>Teaching the module “Computer Introduction”. Data Base assistant teacher (ORACLE – SQL). Supervisor: Prof. Jacques Savoy, Department of Economic and Social Sciences, University of Neuchâtel, Switzerland.</p>
Spring 1995	<p>Attachée de Recherche – CREA, Ecole Polytechnique, Paris, France.</p>
1995-1996	<p>“Remote Computing” assistant teacher: Supervisor: Prof. Jacques Savoy, Department of Economic and Social Sciences, University of Neuchâtel, Switzerland.</p>
1995-1996	<p>“Computer I (C++)” assistant teacher. Supervisor: Prof. Pierre - Jean Erard, Department of Computer Sciences and Artificial Intelligence, University of Neuchâtel, Switzerland.</p>

- 1993- 1995 “Remote Computing” assistant teacher. Supervisor: Prof. Jacques Savoy, Department of Economic and Social Sciences, University of Neuchâtel, Switzerland. .
- 1993- 1995 “Software engineering (OO programming)” assistant teacher. Supervisor: Prof. Jean-Pierre Müller, Department of Computer Sciences and Artificial Intelligence, University of Neuchâtel, Switzerland.

4 Academic experience in Argentina

1988	Associate Professor of Mathematical Psychology, Faculty of Psychology, Universidad de Buenos Aires.
1985-1984	Associate Professor of Mathematics I and II, “Design and Computation”, Faculty of Architecture, Universidad de Buenos Aires.
1986-1988	Professor of “Algebra I, II and III”, Institute of Higher Education <i>Joaquin V. González</i> , Buenos Aires.

5 Desertions supervised

Fall 2002	<i>Qu’engendre le processus de traçabilité alimentaire au sein des relations entre les professionnels de l’hôtellerie et de leurs fournisseurs agro-alimentaires ?</i> (Anthony Giroud)
Spring 2003	<i>Benchmarking of Tourism-oriented WebSites and Customer Behavior.</i> (Marcus Sutter)
Fall 2004	<i>L’impact économique des grandes manifestations sportives en Suisse.</i> (Alexandra Brand)
Fall 2004	<i>Analyse des facteurs de succès des sites web hôteliers en prenant en compte des variables contextuelles : Application d’une méthode lexicographique.</i> (Sabri Fathallah)
Fall 2004	<i>Evaluation de la performance des services e-mails dans les hôtels haut de gamme en Amérique latine.</i> (Paula González Acosta)
Fall 2004	<i>Quality Management : Etude sur les tendances actuelles des questionnaires clients dans l’hôtellerie internationale.</i> (Cyrielle Tordjman)

The list is incompleted

6 Languages

Spanish:	Mother tongue
French:	Excellent skills
English:	Excellent skills
Italian:	Good skills
German:	Basic skills

7 Professional affiliations

Member of the following professional associations:

- Aiest *International Association of Scientific Experts in Tourism*
- IFITT *International Federation for Information Technology and Travel & Tourism*
- IIF *International Institute of Forecasters*
- TRB *Transportation Research Board of the National Academies USA*
- *Resilient comity* UNWTO
- Expert for the *International Barometer of tourism UNWTO*.
- International Telecommunication Society

8 Honors

2011	President of the Swiss Chapter of the IFITT <i>International Federation for Information Technology and Travel & Tourism</i>
2011	Editor of the Special Issue on Flash Indicators in the <i>International Journal of Forecasting</i> .
2010	General Chair of the 7 th IIF Workshop on Flash indicators at Verbier
Since 2008	Referee of <i>Technovation</i>
2007	Referee of <i>Tourism Analysis</i>
2007	Referee of International <i>Chrie</i> conference (Council on hotel, restaurant and institutional education).
2006	Referee of special issue of <i>Annals of Regional science</i>
2006	Referee of ENTER 07 Conference organized by <i>International Federation for Information Technology and Travel & Tourism</i>
Since 2004	Referee on tourism papers for <i>International Journal of Forecasting</i> and IIF <i>International Institute of Forecasters</i> publication
Since 2004	Visiting Professor, Business School of the <i>Universidad de las Americas de Puebla</i> (Mexico).
Since 2004	Referee for <i>Tourism review</i> AIEST publication.
2003	Referee for the special Issue of the <i>Journal of Transportation and Statistics</i> [JTS] on the topic of "Transportation Forecasting", US Transportation Research Board, Washington
C1995	Winner of the Research Officer Position (<i>ex-aequo</i>) Ecole polytechnique Paris, France.
1991-1993	Scholarship, Tissot Economic Foundation, Le Locle, Switzerland.
1990-1991	ICSC - World Laboratory's Scholarship, Lausanne, Switzerland.
July 1989	University of Neuchâtel Scholarship for the "Cours de langue et littérature française"
1988-1989	French government scholarship for Master level studies in France.
1988	Winner of the Associate Professor position in Mathematical Psychology in the Faculty of Psychology, Universidad de Buenos Aires, Argentina.
1976	Second prize in literature of Lion's Club (Flores-Argentina)

9 Publications:

9.1 PhD dissertation thesis

- 1996 *L'intentionnalité et les modèles artificiels. Emergence et réalisation : deux côtés de la même pièce.* Neuchâtel, Université de Neuchâtel.

9.2 Articles

9.2.1 Refereed Articles

- 2012 Hashim, N. H., Scaglione, M & Murphy, J. (2012) *Modelling and Comparing Malaysia's Hotel Website Diffusion* In Law, R , Fuchs, M. & Ricci, F. (Eds) *Information and Communication Technologies in Tourism 2012.* page 167-178.
- 2011 Hamoudia, M. & Scaglione, M. (2011) *EXAMINING THE MOST IMPORTANT FACTORS AFFECTING THE ADOPTION OF MOBILE SOCIAL NETWORKING IN EUROPE* dans 22nd European Regional ITS Conference | 18-21 September, 2011, Budapest, Hungary
- 2011 Hamoudia, M. & Scaglione, M. (2011) *Modeling and Forecasting the development of Mobile Social Networking in Asia-Pacific* dans 5th Africa-Asia-Australasia Regional Conference Perth, 13-16 November 2011
- 2011 Scaglione, M & Marut, D. (2011) *The Impact of inaccurate weather forecasts on Cable-car use.* In Weiermair, K, Pechlaner, H, Strobl, A., Elmi, M & Schuckert, M (Eds): *Coping with Global Climate Change. Strategies, Policies and Measures for the Tourism Industry.* Innsbruck University Press, Innsbruck, p.61.-76
- 2011 Varini, K. Scaglione, M & Schegg, R (2011) *Distribution Channel and Efficiency. An Analytic Hierarchy Process approach.* In Law, R , Fuchs, M. & Ricci, F. (Eds) *Information and Communication Technologies in Tourism 2011 : Proceedings of the International Conference in Innsbruck, Austria, January 26-28, 2011 . -- Wien ; New York : Springer. - P. 547-557*
- 2011 Scaglione, M., Marx, S. and Johnson, C. (2011) *Tourism development after the crisis: coping with global imbalances and contributing to the millennium goals, tourism and poverty alleviation approaches: case study analysis.* In Keller, p & Bieger, T. (Eds) *Tourism Development after the Crises: Coping with Global Imbalances and Contributing to the Millennium Goals*, Berlin p. 207-226.
- 2011 Shubash, K., Scaglione, M and Weiermair, K. (2011) *Venture capital financing and tourism industry in South Africa.* In Keller, p & Bieger, T. (Eds) *Tourism Development after the Crises: Coping with Global Imbalances and Contributing to the Millennium Goals*, Berlin p. 125-135.
- 2010 *An Investigation of leapfrogging and Web 2.0 implementation* In Gretzel, U. Law, R and Fuchs, M. (Eds) *Information and Communication Technologies in Tourism 2010 : proceedings of the International Conference in Lugano, Switzerland, February 10-12, 2010. -- Wien ; New York : Springer, 2010. -- P. 441-453* In collaboration with Ahmad Fareed Ismail, Jean-Philippe Trabichet, Jamie Murphy

- 2010 *How the Swiss Tourism sector is managing the change to Web 2.0*, in: Keller, P. & Bieger, T. (Eds) (2010) *Managing Change in Tourism Creating Opportunities – Overcoming Obstacles* 59th AIEST Proceedings, Erich Schmidt Verlag, Berlin, pages 101-110

- 2009 *The impact of website adoption on enterprise performance: The case of Valais hospitality industry*, Forthcoming special issue *Technovation*. In collaboration with Roland Schegg & Jamie Murphy.

- 2008 *Le concept d'innovation est-il applicable au secteur des services*. In *Turismo, Patrimonio y Desarrollo* Vol 3, n 2 (October).

- 2008 *Dynamics of Price Negotiation in Real Estate at Upscale Resorts in the Alps. A case study of Verbier, Valais, Switzerland*. In P Keller & T Bieger (Eds) *Real Estate and Tourism*, Erich Schmidt Verlag, Berlin, page 79-96.

- 2008 *An Exploratory Field Study of Web 2.0 in Tourism*, In O'Connor, P, Höpfen, W & Gretzel, U (Ed.) *Information and Communication Technologies in Tourism 2008*. Proceedings of the International Conference in Innsbruck, Austria, 2008, Springer Vienna, pages 152-163. In collaboration with Roland Schegg, Andreas Liebrich, and Safira F. Syed Ahmad

- 2007 *Does the number of visitors to a tourism regional WebSite show any link with weather conditions?* Proceedings of International Telecommunications Society Africa-Asia-Australasia Regional Conference 2007 Perth, Western Australia, August 26–28 *Corporate Strategy and the Path to a New Economy*. In collaboration with Roland Schegg and Marut Doctr.

- 2007 *The impact of website adoption on enterprise performance: The case of Valais hospitality industry*, Travel & Tourism Research Association (TTRA) European Chapter, Nice, France (23-25 avril 2007) in Dimanche, Frédéric Ed. *Tourism, Mobility and Technology* Proceedings of the Travel Research Association Europe 2007, CERAM page 199-208. In collaboration with Roland Schegg & Jamie Murphy

- 2007 *Analysing the impact of land transportation on regional tourism: the case of the closure of the Glion Tunnel in the Valais, Switzerland*, Travel & Tourism Research Association (TTRA) European Chapter, Nice, France (23-25 avril 2007) in Dimanche, Frédéric Ed. *Tourism, Mobility and Technology* Proceedings of the Travel Research Association Europe 2007, CERAM page 61-74.

- 2007 *Tourism productivity convergence in Europe: Leaders & Catchers-up. Industry*. In P Keller & T Bieger (Eds) *Productivity in Tourism*, Erich Schmidt Verlag, Berlin, page 13-25. Presented at the International Association of experts in Tourism, Macao, August 2007. In collaboration with Colin Johnson.

- 2007 *Internet Use by Hospitality SMEs in a Alpine Destination*. In Sigala, M & Murphy, J. (Eds) *Information and Communication Technologies in Tourism ENTER 2007*, Wien, New York: Springer-Verlag pages 469-480. In collaboration with Roland Schegg, Andreas Liebrich, and Jamie Murphy.

- 2006 *Más allá de "Eureka ! ": Evolución, avances y estancamientos observados en la utilización de la tecnología de La Red en el sector hotelero*. In *Turismo, Patrimonio y Desarrollo* Vol 3. In collaboration with Roland Schegg.

- 2006 *Investigating website efficiency in Valais' hospitality industry.* In P Keller & T Bieger (Eds) *Coping with volatile demand.* International Tourism Research and Concepts, Erich Schmidt Verlag, Berlin, (pp 131-142.). In collaboration with Roland Schegg , and Jamie Murphy
- 2006 *A Theoretical Framework of Factors Relating to Internet Adoption Stages by Malaysian Hotels.* In Hitz, M, Sigala, M & Murphy, J.(Eds) *Information and Communication Technologies in Tourism 2006*, Wien, New York: Springer-Verlag.(pp 196- 208). In collaboration with Noor Hazarina Hashim, Doina Olaru, Jamie Murphy
- 2005 *Air Traffic in Three Main Swiss National Airports: Application of STAMP in Forecasting Future Trends.* Journal of transportation and statistics Vol 8, Number 1 page 1-13. In collaboration with Andrew Mungall.
- 2005 *Exogenous factors related to the adoption of an innovation: Domain Name Registration in the Swiss hospitality industry.* . In P. Keller & T. Bieger (Eds.), *Innovation in tourism: Add customer value* (Vol. 47, pp 187-198) St. Gallen: Editions Aiest. In collaboration with Roland Schegg, Jamie Murphy, Thomas Steiner and Rodolfo Baggio.
- 2005 *Category of adopters and customer values of on-line services in Swiss hotels.* In P. Keller & T. Bieger (Eds.), *Innovation in tourism : Add customer value* (Vol. 47, pp 171-188) St. Gallen: Editions Aiest..In collaboration with Marie-Françoise Perruchoud-Massy Roland Schegg and Jamie Murphy.
- 2005 *Investigating Domain Name Diffusion across Swiss Accommodation Enterprises.* In A. J. Frew (Ed.), *Information and Communication Technologies in Tourism 2005* (pp. 360-370). Wien, New York: Springer-Verlag. In collaboration with Roland Schegg, Jamie Murphy and Thomas Steiner.
- 2004 *El comercio electrónico en los hoteles de lujo de América Latina.* In Turismo, Patrimonio y Desarrollo Vol 1 pages 1- 10.In collaboration with Paula Acosta.
- 2004 *Domain Name Registrations as a Measure of Internet Adoption by Small and Medium-Sized Hotels in Switzerland.* . In P. Keller & T. Bieger (Eds.), *The Future of Small and Medium Sized Enterprises in Tourism* (Vol. 46, pp. 259-271). St. Gallen: Editions Aiest..In collaboration with Roland Schegg , Jamie Murphy and Thomas Steiner.
- 2004 *Internet Adoption by Swiss Hotels: The Dynamics of Domain Name Registration* In Frew, Andrew (Ed) *Information and Communication Technologies in Tourism 2003*, Springer. New York pp 481-490. In collaboration with Schegg, Roland and Murphy, Jamie
- 2004 *The combined effects of SwissAir bankruptcy and September 11th 2001 on Swiss airports.* Transportation Research Board 2004 Annual Meeting. In collaboration with Mungall, Andrew. CD Proceedings
- 2003 *Tous les chemins mènent-ils au Tessin?* Revue économique et sociale Vol 4, pp. 221-237.
- 2003 *An evaluation method for student business project: Case study in South America.* 2003 Euro-CHRIE conference, 22nd - 25th October 2003 Proceedings. pp 81-85. In collaboration with Iunius, Ray & Fraenkel, Stephan.
- 2003 *Does national passion for motor racing drive destination tourism? A case study of hotel overnights during the Monaco Formula 1 Grand Prix.* Keller, P. Bieger, T. (Ed) (2003) 53rd Aiest Congress, "Sport and Tourism", Vol. 45, pp. 175-191.
- 2003 *With this bad weather, where will my guests have dinner tonight?* 12th International Tourism and Leisure Symposium, ESADE, Barcelona, February 15th, 2003.

<http://www.esade.edu/cedit/pdfs/scaglioniemiriam.pdf>.

- 2002 *Transportation towards the Ticino : flying on business but on wheels for leisure*; Keller, P. Bieger, T. (Ed) (2002) 52nd Aiest Congress, "Air transport and Tourism", Vol 44, pp. 245- 274.
- 2002 *The relative importance of macro-economic and meteorological factors in Alpine Tourism*. Proceedings of the Leisure Future Conference, Innsbruck, April 11th-13th, pp. 274- 290.
- 2002 *The Alpes Vaudoises : a tourism frequency diagnosis. Cross Cultural Challenges in the tourism industry: The educational answers*, Euro-CHRIE Congress, Barcelona, Spain. October 31st-November 2nd.

9.3 Refereed conference participation

- 2011 *Hamoudia, M & Scaglione, M (2011) Modeling and Forecasting the development of Mobile Social Networking in Asia-Pacific*. 5th Africa-Asia-Australasia Regional Conference Perth-Australia, 13 - 16 November 2011
- 2011 *Hamoudia, M & Scaglione, M (2011) Examining the most important factors affecting the adoption of Mobile Social Networking in Europe*, 22nd European Regional ITS Conference Budapest, 18-21 September, 2011
- 2010 *An Investigation of Leapfrogging and Web 2.0 Implementation in tourism sector., in: International Symposium of forecasters, june 2010 San Diego, USA*. In collaboration with Ahmad Fareed Ismail, Jean-Philippe Trabichet and Jamie Murphy.
- 2010 *Flash indicators and forecasts in tourism destinations: A systematic analysis of nowcasting & forecasting errors of different predictor variables in: in: International Symposium of forecasters, june 2010 San Diego, USA*. In collaboration with Hibon, M.
- 2009 *Analysis of quality estimations of Flash indicators and forecasts in tourism destinations :Case study: the Tourism Barometer of the canton of Valais, Switzerland, in: 29th Annual International Symposium on Forecasting, 2009*
- 2008 *The end of the real estate boom in Spain and its impact on Sun & Sand destinations*. Working paper presented at the 58th International Association of experts in Tourism (Aiest) Congress *Real estate & tourism*, Whistler, August 2008.
- 2007 *Estimation of tourism frequentation in a resort using Structural times series and indirect indicators as predictors*. Presented International Symposium on Forecasting on the 24-27 June 2007. New York, USA
- 2007 *Productivity measures in tourism: A case study of 19 destinations in the canton of Valais, Switzerland*. Working paper presented at the 57th International Association of experts in Tourism (Aiest) Congress *Productivity in Tourism*, Macao, August 2007. In collaboration with Roland Schegg and Marie-Françoise Perruchoud-Massy.
- 2007 *Forecasting Competition on Transportation Data: First Results*. Presented at 27th International Symposium on Forecasting .24-27 June 2007. New York, USA. In collaboration with Michèle Hibon and Peg Young.
- 2006 *Changing behavior of sport ski practice: A demand analysis of ski lifts in Fribourg canton (Switzerland)* In collaboration with Marie-Françoise Perruchoud-Massy & Nicolas Deletroz. Working paper at the 56th Aiest Congress *Coping with volatile demand*

in tourism to be held in Pontresina (Gr) 27th to 31st August 2006

- 2006 *Forecasting competition on transportation data. 26th International Symposium on Forecasting, Santander (Spain), 11th- 16th June, 2006 In collaboration with Michèle Hibon and Peg Young.*
- 2006 *How Airlines Forecast their Passengers Demand In Changing And Unstable Environment. A Survey With Main IATA Airlines. Presentation of the results. 26th International Symposium on Forecasting, Santander (Spain), 11th- 16th June, 2006 In collaboration with Mohsen Hamoudia.*
- 2006 *Analysing the impact of land transportation on regional tourism: the case of the closure of the Glion Tunnel in the Valais, Switzerland. Conference of "Transportation and economical development 06 (TED '06). Little Rock, Arkansas USA in March 2006. Grant given by Valais cantonal gouvernement.*
- 2005 *L'impact touristique des grandes manifestations sportives suisses. Une méthode holistique d'évaluation. « Colloque international : L'évaluation de l'événementiel touristique », Nice, France 8th-9th december 2005*
- 2005 *How Airlines Forecast their Passengers Demand In Changing And Unstable Environment. A Survey With Main IATA Airlines. . 25th International Symposium on Forecasting, San Antonio, TX (USA), 11th- 16th June, 2005 In collaboration with Mohsen Hamoudia.*
- 2005 *A study of tourist mobility to and from a region, using Structural Times Series: the Swiss canton of Ticino. 25th International Symposium on Forecasting, San Antonio, TX (USA), 11th-16th June, 2005*
- 2005 *Investigating Domain Name Diffusion across Swiss Municipalities. 25th International Symposium on Forecasting, San Antonio, TX (USA), 11th-16th June, 2005 In collaboration with Roland Schegg and Thomas Steiner*
- 2004 *Forecasts of air traffic and movements in the hubs of Northern Europe: a comparative study. 24th International Symposium on Forecasting, Sydney (Australia), 3rd-7th July, 2004. In collaboration with Andrew Mungall*
- 2004 *Forecasting trends in Swiss Airports, 23rd International Symposium on Forecasting, Merida (Mexico) 15th –18th June, 2003.*
- 2003 *From human to artificial advice agents in tourism: Limits and possibilities. Tenth International Conference On Information Technology and Travel & Tourism (IFITT) Helsinki (Finland) January 2004. (Enter 2003) In collaboration with Colin Johnson. Working paper*
- 2002 *Tous les chemins mènent-ils au Tessin? XXXIX èmes Journées de Géographie du Tourisme, Geneva, September 23rd -26th.*
- 2002 *Forecasting trends in Swiss Airports: back from the future 52nd International Association of experts in Tourism AIEST Congress Air Transport and Tourism, Bahia, Brazil, 1-8 August 2002. In collaboration with Mungall, Andrew*
- 1998 *Les Modèles de la Vie Artificielle et le(s) concept(s) d'émergence : de la métaphore à la réalisation. Cognitive Sciences Conference at Rochebrune (France).*
- 1997 *Quelques réflexions sur la possibilité de bâtir une signification écologique de la technique. "Représentations, quelles alternatives ?" Conference, Neuchâtel (Switzerland).*
- 1993 *Artificial Intelligence: A Case of Tool-Human Dialectic. "International Conference : Computer science, Communication and Society", Neuchâtel (Switzerland). . In*

collaboration with Jean-Pierre Müller,

- 1991 *Improving Syntactical Checker with a Semantic Level In collaboration with Philippe Blache, in Swiss Group of Artificial Intelligence Conference, SGAICO '91 Proceedings pp 1-5, Bienne.*

9.4 Books chapters

- 2009 *Analysing the impact of land transportation on regional tourism: the case of the closure of the Glion Tunnel in the Valais, Switzerland* in Sboda, B. & Yao, V. (Eds) *Transportation Statistics*, J Ross Publishing, Fort Lauderdale, FL (USA)..
- 2009 *Information and Communications Technology (ICT). Forecasting for Business Market. A multi-equation modeling approach* In Maden, G. (Ed), *Contribution to Economics*, Springer, Physica-Verlag series. Forthcoming. In collaboration with Mohsen Hamoudia
- 2007 "Post-crisis forecasting: better make haste slowly. " chapter 2 in Laws, Prideaux and Chon (Eds) *Managing Tourism Crises*, CAB International, Wallingford, Oxford, UK, 2006 (pp 13-31).

9.5 Research reports

- 2011 *ANALYSE COMPARATIVE DES EXPECTATIVES ET DE LA SATISFACTION DES UTILISATEURS VIS-À-VIS DE SUISSEID DANS LE CANTON DE GENÈVE*
In collaboration with Jean-Philippe Trabichet.
- 2010 *ANALYSE COMPARATIVE DES EXPECTATIVES ET DE LA SATISFACTION DES UTILISATEURS VIS-A-VIS DE LA VALAIS CARD. Projet for Valais Tourisme*
- 2009 *Global Economic Imbalances and Tourism Growth: How can world tourism face the new risks and uncertainties? Report to the Secretary General of the World Tourism Organisation UNWTO.*
In charge of the statistical analysis and forecasting methods. Leading author Professor Dr. Peter Keller.
- 2008 *Inzidenzanalyse der aF&E, der Dienstleistungen und der Ausbildung der HES-SO Wallis für den Kanton Wallis.* Leading author Marc Schnyder ,in collaboration with Marut Doctor.
- 2008 *Etude d'impact du Tribunal du district de Sierre sur la ville de Sierre.* Leading author. In collaboration with Marc Schnyder and Marut Doctor.
- 2008 *Etude de l'influence des prévisions météorologiques sur l'affluence aux remontées mécaniques en Valais pour la saison estivale 2007.* In collaboration with Marut Doctor.
- 2007 *Etude de l'influence des prévisions météorologiques sur l'affluence aux remontés mécaniques en Valais pour la saison hivernale 2006-2007.* In collaboration with Marut Doctor
- 2006 *Méta analyse des résultats du rapport Baranzini, A, Jerjen, D & Rohrer de Donato, J (2006) Mesure de l'impact économique (Ra&D) et des prestations à des tiers (PS) réalisées par les institutions de la HES-SO sur le territoire de la Suisse Occidentale, Rapport confidentiel et interne. Mandante : HES-SO, Delémont.* Confidential report.
- 2005 *Le partenariat « entreprise – client » comme moteur d'innovation. Du marketing du produit au marketing du client. Ongoing report*
- 2006 *What do services mean ? Service & Innovation* Internal report
- 2006 *Impôt touristique en Valais.* In collaboration with Marie-Françoise Perruchoud-Massy et Nicolas Deletroz.
- 2005 *Peut-on parler d'innovation dans les services ?* Internal report.
- 2005 *Rapport de l'enquête passage ETS à HES.* In collaboration with Sarah Richard
- 2005 *Vers une valorisation de la lecture des statistiques des nuitées selon l'origine des hôtes : Advantage compétitif et spécialisation.* Internal report
- 2002 *ULIXES: An advanced tourist recommendation system using knowledge discovery and multimedia polling approaches.* CTI report.
- 1993 *Conception d'une base de données pour la GPAO. Rapport de recherche IIIA.* Université de Neuchâtel. #RI-93/11-1
- 1991 *Théories de la Vision. Le sens et la référence. Rapport de recherche ICSC World Laboratory. IIIA.* Université de Neuchâtel. Suisse. #RI-91/08-1

- 1990 *Théories de la Vision. La relation perception - action en IA. Rapport de recherche*, IREC - EPFL, Lausanne et mémoire de DEA
- 1989 *La sémantique dans les sciences cognitives : La controverse FODOR / JOHNSON-LAIRD. Rapport de recherche IIIA*. Université de Neuchâtel, Suisse. #RI-93/01-1

9.6 Invited speaker and public conferences

- 2008 **Invited speaker:** *Forecasting Tourism after Crises*. Lecture at HEC University of Lausanne. Tourism Chair. Professor Dr Peter Keller.
- 2008 **Invited speaker** *De la prévision à la veille prospective: Anticipation des effets du réchauffement climatique sur le secteur remontés mécaniques par l'analyse du comportement des touristes dans les cas des erreurs de prévisions météorologiques à court terme*. "5e Congreso mundial del turismo, la nieve y la montaña". UNWTO & the Principality of Andorra. 27 al 29 march 2008.
- 2008 **Invited paper:** *Diffusion of Innovations in the Swiss Hospitality Industry: State of the Art*. 28th International Symposium on Forecasting, Nice (France)
- 2007 *Forecasting & Nowcasting: Two faces of the same coin. Analysing the dynamic of transportation and tourism using structural time series* **Public conference** Business School of University of Western Australia, Perth.
- 2007 *Analysing the impact of land transportation on regional tourism: the case of the closure of the Glion Tunnel in the Valais, Switzerland*. **Public lecture** with Prof Andrew Harvey from Cambridge University, HESO-Valais, Sierre.
- 2007 **Invited speaker** at the conference « Risque en Assurance-Finance et modèles statistiques ». Title of the dissertation: *L'analyse de trajectoires de coûts de l'assurance maladie en utilisant une méthode de data mining*, Agers, France. November 2006. In collaboration with Anne Le Calvé.
- 2006 **Invited Speaker** *Ticino: mobilità e turismo*, Café Turismo. Università de la Svizzera italiana-Instituto di ricerche economiche, October 2006
- 2005 **Invited Speaker** at the *PhD workshop of Enter 06* HEC University of Lausanne. Title of the dissertation: *Beyond traditional statistical analysis with time series*, January 2005
- 2005 **Invited Speaker** *Más allá de "Eureka!": Evolución, avances y estancamientos observados en la utilización de la tecnología de La Red en el sector hotelero* at the "XV Congress of the Conferencia panamericana de escuelas de hotelería, Gastronomía y turismo" at Quito, Ecuador on the 24th to 27th October 2005.
- 2002 **Invited Speaker** *An application of Structural Times Series using Stamps Software to forecast movements and passengers of Swiss Airports*.at the "Econometrics, Mathematics and Financial Modelling Using OxMetricsTM conference" organized by Timberland Consulting (UK), 6th december 2002 Institut Henni Poincaré (Paris)

9.7 Press Communications & web sites

- 2008 *Objetivo, mejorar las previsiones del tiempo. El Periódico* Spanish and Catalán journal, 28th march 2008.
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