



FRANK L. GREITZER, PhD
PsyberAnalytix, LLC
 Frank@PsyberAnalytix.com
 (509) 539-4250 (cell)
<http://www.PsyberAnalytix.com>

CONSULTING IN COGNITIVE SYSTEMS ANALYTICS

Counterintelligence/Insider Threat Research
Cybersecurity/Cyber Situation Awareness Research
 Cognitive Engineering and Cognitive Science
 Human Information Analysis/Human-Computer Interaction
 Performance Support Tools/Knowledge-Based Systems
 Training and learning research and technology
 Research Methods//Performance Evaluation

EDUCATION

PhD	University of California, Los Angeles	(1975)	Mathematical Psychology
MA	University of California, Los Angeles	(1970)	Experimental Psychology
BS	Harvey Mudd College, Claremont CA	(1968)	Mathematics

EMPLOYMENT

Independent Consultant – **PsyberAnalytix LLC (2012-present)** <http://www.PsyberAnalytix.com>

Owner, PRINCIPAL SCIENTIST. Consulting in cognitive/behavioral/social sciences R&D applied to human decision making and performance in cybersecurity, intelligence analysis, counterintelligence, and electric power grid/control systems operations. Most recent research and consulting activities have focused on cybersecurity and secure power systems expertise and insider threat modeling and analysis.

Battelle Pacific Northwest National Laboratory (1992-2012)

CHIEF SCIENTIST (*Cognitive Informatics R&D Area, National Security Directorate.* Conduct applied research in human-information interaction, human decision making/naturalistic decision making and cognitive engineering. Provide project management, concept development, proposal development, and technical oversight for projects to design and develop new and innovative methods for enhancing systems effectiveness. Mentoring of research staff (e.g., developing and running Publication Workshop to foster increased scientific publications) and supervising student interns. Representative R&D projects in three major applied research areas:

Human/information interaction, decision/information processing support: Research on predictive modeling for insider threat mitigation, socio-cultural modeling for threat anticipation, power grid operator decision making, and methods/metrics for evaluation of information analysis/decision support tools. Applications: insider threat, intelligence analysis, power grid operations.

Cognitive approaches to training and learning: Research in advanced technologies and active learning concepts for enhancing human-system performance. Proposed, managed, and delivered diverse training products, including: *ESTHER*, a web-based guided-discovery learning application on understanding human error precursors for US DOE security incident inquiry officials; *CAISI* e-Learning system, a US Army web-based application to train Army personnel in setting up and maintaining logistics communications; *Enhanced Observational Skills* for IAEA nuclear safeguards inspectors; training on random testing methods for FAA drug and alcohol abatement inspectors; and *ErgoEASER*, a DOE occupational ergonomic analysis/training tool.

Predictive Analytics/System Modeling and Prognostics: Principal Investigator on REDI-PRO (Real-time Engine Diagnostics-Prognostics) prototype health monitoring system for the gas turbine engine on the army M1-Abrams tank; and internal R&D aimed at developing a general methodology for predicting the remaining useful life of mechanical systems.

Washington State University, Tri-Cities Campus. (2004-2010)

ADJUNCT PROFESSOR. Computer Science Department and Psychology Department. Taught courses on user interface design (CPTS-443) and human factors (PSYCH-307) at the WSU Tri-Cities campus.



Previous Work:

- McDonnell Douglas Training Systems, Aurora, CO (1989-1992). *TECHNICAL SPECIALIST*. Advanced Technology Group.
- Martin Marietta Corporation, Denver, CO (1986-1989). *STAFF ENGINEER*. Intelligent Man-Machine Interface R&D, Artificial Intelligence Section.
- Navy Personnel Research and Development Center, San Diego, CA (1979-1986). *RESEARCH PSYCHOLOGIST*. Human Factors (Code 71).
- Academic appointments (taught graduate and undergraduate courses in experimental psychology and statistics):
 - California School of Professional Psychology, San Diego (1979-1980).
 - California State College, San Bernardino (1976-1978).
 - California State University, Long Beach (1975-1976).
 - University of California, Los Angeles (1975-1976).
- Graduate student at UCLA, 1969-1975.
- McDonnell-Douglas Corporation, Santa Monica CA (1968-1969). *ASSOCIATE INDUSTRIAL ENGINEER*.

SYNERGISTIC ACTIVITIES AND EXPERIENCE

- Presentation to *INSA Insider Threat Subcommittee Meeting*: "Tinker, Tailor, Soldier, Spy: A Research Quest for Proactive Insider Threat Mitigation." Washington, D.C., April 29, 2019
- CyLab Distinguished Lecture: Series Seminar: "Sum of All Fears: Status of Two Decades of Modeling Insider Threat Risk." Presented at CMU/SEI CyLab, October 8, 2018. <https://engineering.cmu.edu/news-events/events/2018/10/08-cylab-greitzer.html>
- Presentation to *DOE Security Awareness Special Interest Group*: "Unintentional Insider Threats." Richland, WA, April 11, 2018.
- 6 patents (see list below)
- Co-Chair, *2016 IEEE S&P Workshop on Research for Insider Threat (WRIT)*
- Program Committee member, *2014 Learning from Authoritative Security Experiment Results (LASER) Workshop*.
- Program Committee member, *2013 IEEE S&P Workshop on Research for Insider Threat (WRIT)*.
- Program Committee member/reviewer, *Hawaii International Conference on System Sciences (HICSS)*—various years including HICSS-46 (2013), HICSS-45 (2012), HICSS-39 (2006), and HICSS-38 (2005).
- Member of Editorial Board, *International Journal of Cognitive Informatics and Natural Intelligence*.
- Member, International Editorial Advisory Board, *Advances in Cognitive Informatics and Natural Intelligence Book Series*
- Invited Provocateur/Facilitator. *National Academies Workshop on Usability, Security & Privacy*. Washington D.C., July 21-23, 2009.
- Invited speaker, *ODNI-Private Sector Engagement on Insider Threat*. Washington, D.C., May 30, 2007.
- Member of Executive Board and ACI Ambassador, *Augmented Cognition International Society*. Member of Editorial Committee, *Augmented Cognition International Conference*, Beijing, China, July 2007. Co-Chair, *Operational Processes and Adaptive Measures Session*; and Member of Editorial Committee, *Augmented Cognition International Conference*, San Francisco, CA, October 2006. Co-Chair, *Human-Machine Symbiosis Session*; and Member of Editorial Committee, *Augmented Cognition International Conference*, Las Vegas, NV, July 2005.
- Invited Presentation/Panelist at the *Inaugural Military Aviation Careers Consortium Workshop*, Washington D.C. July 28-29, 2005.
- Program Committee member, *First International Conference on Intelligence Analysis Methods and Tools*, McLean, VA, May 2005.

PATENTS AND INTELLECTUAL PROPERTY

- **U.S. Patent No. 9,111,216** (March 3, 2014) and **U.S. Patent No. 9,424,522** (August 23, 2016): INFORMATION PROCESSING SYSTEMS, REASONING MODULES, AND REASONING SYSTEM DESIGN METHODS
- **U.S. Patent No. 8,561,189** (October 15, 2013): METHOD AND APPARATUS FOR DISTRIBUTED INTRUSION PROTECTION SYSTEM FOR ULTRA HIGH BANDWIDTH NETWORKS.
- **U.S. Patent No. 7,457,785** (November 25, 2008): Method and Apparatus to Predict the Remaining Service Life of an Operating System
- **U.S. Patent No. 6,662,091** (December 9, 2003) and **U.S. Patent No. 6,941,2002** (September 6, 2005): Diagnostics/prognostics using wireless links.



SPECIAL DISTINCTIONS/AWARDS

- Invited Speaker, *INSA Insider Threat Subcommittee Meeting*. "Tinker, Tailor, Soldier, Spy: A Research Quest for Proactive Insider Threat Mitigation." Washington, D.C., April 29, 2019
- Invited Speaker, Carnegie Mellon Software Engineering Institute CyLab Distinguished Seminar Series. "Sum of All Fears: Status of Two Decades of Modeling Insider Threat Risk." Pittsburgh, PA, October 8, 2018.
- Invited Speaker, *DOE 2018 Security Awareness Special Interest Group (SASIG) Workshop and Meetings*, "Unintentional Insider Threats." Richland, WA: April 9, 2018.
- Best Paper Award, *IEEE Symposium on Security & Privacy, Workshop on Research for Insider Threat (WRIT 2018)*, San Francisco, CA, May 24, 2018. Presentation: <https://www.ieee-security.org/TC/SPW2018/WRIT/WRIT%202018%20SOFIT%20Sociotechnical%20and%20Organizational%20Factors%20for%20Insider%20Threat.pdf>
- Runner-Up to Best Paper Award, [STIDS 2016](#) Conference, Washington, DC, Nov 15-16, 2016.
- R&D 100 Award, 2015, for CHAMPION Reasoning Software
- Federal Laboratory Consortium (FLC) Award, 2016, for CHAMPION Reasoning Software
- Software Creator Award, PNNL Recognition & Rewards program, 2013, for "Graphical Contingency Analysis Tool 1.0."
- Outstanding Performance Awards, 2011, 2002-2006. PNNL
- Certificate of Appreciation, for superior accomplishment and valuable service, presented by the Office of the Director of National Intelligence, May, 2007.
- Exceptional Performance Award, December 2006, recognition for efforts in leading "Modeling Human Performance in Cyberspace" project and in growing Cognitive Informatics R&D area.
- Patent Award, PNNL Recognition & Rewards Program, 2005. Patent Award bestowed for Patent 6,662,091: "Diagnostics/prognostics using wireless links."
- Outstanding Performance Awards, PNNL: 2002, 2003, 2004, 2005, 2006, 2011.
- Outstanding Team Performance Award, June 2003. Awarded for Glass Box Analysis Prototype Implementation and Deployment, Information Systems Engineering, PNNL.
- Key Contributor Award, PNNL Recognition & Rewards Program, 2002: Licensing of radio frequency tags technology for heavy vehicle monitoring.
- Key Contributor Award, PNNL Recognition & Rewards program, 1999: Licensing of ErgoEASER software.
- Software Creator Award, PNNL Recognition & Rewards program, 1998: Copyright granted to ErgoEASER software.
- Visual Basic "Fast Track" for MIS Professionals, course by Strategix, Inc. (1995)
- Washington State University C&I Continuing Education course: *Object-Oriented Software Development Method* (1992)
- Local Panelist, User Interface Strategies '91 Teleconference produced by the University of Maryland. Local session held at the University of Colorado at Boulder, December 5, 1990.
- Performance Award (Bonus), McDonnell Douglas Training Systems (1991).
- Local Panelist, User Interface Strategies '88 Teleconference produced by the University of Maryland. Local session held at the University of Colorado at Boulder, October 5 and 12, 1988.
- NPRDC Outstanding Performance Award (1984); Sustained Superior Performance Award (1983,1984, 1985); Quality Salary Increase (1983)
- Advanced Engineering Short Noncredit Courses, George Washington University: *An Applications-oriented Approach to Artificial Intelligence* (1982); *Command, Control, and Communications* (1979).
- Navy Tactical Data System Utilization course*, Fleet Combat Training Center, Pacific. (1980, *with distinction*)
- Graduate Student Patent Fund Grant for Dissertation Research, UCLA (1975). NSF Summer Traineeship for Graduate Teaching Assistants, UCLA (1971). California State Scholarship for Graduate Study, UCLA (1970).
- BS degree *with distinction*, Harvey Mudd College. (1968)



PAPERS IN PRESS OR SUBMITTED FOR PUBLICATION

Greitzer, FL, J Purl, YM Leong, & PJ Sticha (In press, 2019). Positioning your organization to respond to insider threats. *IEEE Engineering Management Review*.

PUBLICATIONS

Cybersecurity/Counterintelligence/Insider Threat:

Greitzer, FL, J Lee, J Purl, & AK Zaidi. (2019). Design and implementation of a comprehensive insider threat ontology. *17th Annual Conference on Systems Engineering Research (CSER)*. Washington, DC, April 2019.

Greitzer, FL, J Purl, DE (Sunny) Becker, P Sticha, & YM Leong. (2019). Modeling expert judgments of insider threat using ontology structure: Effects of individual indicator threat value and class membership. *52nd Hawaii International Conference on Systems Sciences (HICSS-52)*, Maui, Hawaii, January 2019.

Greitzer, FL, J Purl, YM Leong, & DE Becker. (2018; *Best Paper Award*). SOFIT: Sociotechnical and Organizational Factors for Insider Threat. *IEEE S&P Symposium, Workshop on Research for Insider Threat (WRIT)*. San Francisco, CA, May 24, 2018.

<http://conferences.computer.org/sp/2018/Resources/spw/2018/SOFIT/SociotechnicalandOrganizationalFact.pdf>

Greitzer, FL, M Imran, J Purl, ET Axelrad, YM Leong, DE Becker, KB Laskey, and PJ Sticha. (2016). "Developing an ontology for individual and organizational sociotechnical indicators of insider threat risk." *The Eleventh International Conference on Semantic Technology for Intelligence, Defense, and Security (STIDS 2016)*, Fairfax, VA, November 15-16, 2016. Paper available at: http://ceur-ws.org/Vol-1788/STIDS_2016_T03_Greitzer_etal.pdf Presentation available at: http://stids.c4i.gmu.edu/papers/STIDSPresentations/STIDS2016_T03_presentation_GreitzerEtAl.pdf

Cowley, J, and FL Greitzer. 2015. "Organizational impacts to cybersecurity expertise development and maintenance: A qualitative research study." *Human Factors and Ergonomics Society (HFES) International Annual Meeting*, Los Angeles, CA, October 26-30, 2015. <http://pro.sagepub.com/content/59/1/1187.short>

Cowley, J, FL Greitzer, and B Woods. 2015. "Effect of network infrastructure factors on information system risk assessment." *Computers & Security*, 52, 142-158. doi:10.1016/j.cose.2015.04.011

Cowley, J, FL Greitzer, and B Woods. (2015). "Factors influencing network risk judgments: A conceptual inquiry and exploratory analysis." *Security Informatics*, 4(1). <http://link.springer.com/article/10.1186/s13388-015-0016-x#page-1>

Carroll, TE, FL Greitzer, and A Roberts. 2014. "Security informatics research challenges for mitigating cyber friendly fire." *Security Informatics*, 3:13 (25 September 2014). <http://www.security-informatics.com/content/3/1/13>

Greitzer, FL, J Strozer, S Cohen, A Moore, D Mundie, and J Cowley. 2014. "Analysis of unintentional insider threats deriving from social engineering exploits." *IEEE Security and Privacy Workshop on Research for Insider Threat (WRIT)*, San Jose, CA, May 17-18, 2014. <http://www.ieee-security.org/TC/SPW2014/papers/5103a236.PDF>

Greitzer, FL, J Strozer, S Cohen, J Bergey, J Cowley, A Moore, and D Mundie. 2014. "Unintentional insider threat: contributing factors, observables, and mitigation strategies." *47th Hawaii International Conference on Systems Sciences (HICSS-47)*, Big Island, Hawaii. http://ieeexplore.ieee.org/xpl/login.jsp?tp=&arnumber=6758854&url=http%3A%2F%2Fieeexplore.ieee.org%2Fxppls%2Fabs_all.jsp%3Farnumber%3D6758854

Brown C, FL Greitzer, and A Watkins. 2013. "Toward the Development of a Psycholinguistic-based Measure of Insider Threat Risk Focusing on Core Word Categories Used in Social Media." *Proceedings of the Nineteenth Americas Conference on Information Systems*, Chicago, Illinois, August 15-17, 2013. <http://aisel.aisnet.org/amcis2013/ISSecurity/GeneralPresentations/4/> .

Greitzer, FL, LJ Kangas, CF Noonan, CR Brown and T Ferryman. (2013). Psychosocial modeling of insider threat risk based on behavioral and word use analysis. *e-Service Journal*, 9(1), 106-138. <http://www.jstor.org/stable/10.2979/eservicej.9.1.106>



- Greitzer, FL, and T Ferryman. 2013. Methods and Metrics for Evaluating Analytic Insider Threat Tools. *IEEE Security and Privacy Workshop on Research for Insider Threat (WRIT)*, San Francisco, CA, May 24, 2013, 90-97. <http://www.ieee-security.org/TC/SPW2013/papers/data/5017a090.pdf>
- Greitzer FL, TE Carroll and AD Roberts. 2013. "Cyber friendly fire: Research challenges for security informatics." *IEEE International Conference on Intelligence and Security Informatics*. Seattle, WA, June 4-7, 2013. https://cybersecurity.pnnl.gov/documents/Cyber_Friendly_Fire_Research_Challenges_for_Security_Informatics.pdf
- Brown C, A Watkins and FL Greitzer. 2013. "Predicting insider threat risks through linguistic analysis of electronic communication.," in *46th Hawaii International Conference on Systems Sciences (HICSS-46)*, Wailea, Maui, Hawaii, pp.1849-1858. DOI: [10.1109/HICSS.2013.453](https://doi.org/10.1109/HICSS.2013.453).
- Greitzer FL, LJ Kangas, CF Noonan, AC Dalton, and RE Hohimer. 2012. Identifying at-risk employees: A behavioral model for predicting potential insider threats. In *45th Hawaii International Conference on System Sciences (HICSS-45)*, Wailea, Maui, Hawaii, pp. 2392-2401. <http://origin-www.computer.org/csdl/proceedings/hicss/2012/4525/00/4525c392.pdf>
- Lu, N, P Du, FL Greitzer, X Guo, RE Hohimer, and YG Pomiak. 2012. A multi-layer, data-driven advanced reasoning tool for intelligent data mining and analysis for smart grids. *IEEE Power and Energy Society General Meeting*.
- Carroll, TE, D Manz, T Edgar, and FL Greitzer. 2012. Realizing scientific methods for cybersecurity. *Proceedings of the 2012 Workshop on Learning from Authoritative Security Experiment Results (LASER)*. New York: ACM. Pages 19-24. ISBN: 978-1-4503-1195-3. <http://dl.acm.org/citation.cfm?id=2379619>
- Hohimer RE, FL Greitzer, CF Noonan, and JD Strasburg. 2011. "CHAMPION: Intelligent Hierarchical Reasoning Agents for Enhanced Decision Support." In *Semantic Technology for Intelligence, Defense, and Security (STIDS 2011)*. 36-43 http://ceur-ws.org/Vol-808/STIDS2011_CR_T5_HohimerEtAl.pdf
- Greitzer FL, and RE Hohimer. 2011. "Modeling Human Behavior to Anticipate Insider Attacks." *Journal of Strategic Security* 4(2):25-48. <http://scholarcommons.usf.edu/jss/vol4/iss2/>
- Greitzer FL, DA Frincke, and MM Zabriskie. 2011. "Social/Ethical Issues in Predictive Insider Threat Monitoring." In: MJ Dark (Ed.), *Information Assurance and Security Ethics in Complex Systems: Interdisciplinary Perspectives*. Hershey, Pennsylvania: IGI Global. Chapter 7, pp.132-161. <http://www.irma-international.org/viewtitle/46344/>
- Bishop M, SJ Engle, DA Frincke, C Gates, FL Greitzer, S Peisert, and S Whalen. 2010. "A Risk Management Approach to the "Insider Threat"." Chapter 6 in *Insider Threats in Cyber Security, Advances in Information Security*, vol. 49, ed. C Probst, J Hunker, M Bishop, pp. 115-137. Springer, New York, NY. <http://www.cs.ucdavis.edu/~peisert/research/insiderthreat-chapter-final-prepress.pdf>
- Greitzer FL, and DA Frincke. 2010. "Combining Traditional Cyber Security Audit Data with Psychosocial Data: Towards Predictive Modeling for Insider Threat Mitigation." In *Insider Threats in Cyber Security*, ed. CW Probst, J Hunter, D Gollmann & M Bishop, pp. 85-113. Springer, New York. http://dx.doi.org/10.1007/978-1-4419-7133-3_5.
- Bishop M, C Gates, DA Frincke, and FL Greitzer. 2009. "AZALIA: an A to Z Assessment of the Likelihood of Insider Attack." In *2009 IEEE International Conference on Technologies for Homeland Security*. IEEE, Piscataway, NJ. <http://dx.doi.org/10.1109/THS.2009.5168063>
- Greitzer FL, AP Moore, DM Cappelli, DH Andrews, L Carroll, and TD Hull. 2008. "Combating the Insider Cyber Threat." *IEEE Security & Privacy* 6(1):61-64. <http://dx.doi.org/10.1109/MSP.2008.8>
- Greitzer, F. L., & Endicott-Popovsky, B. (2008). Security and privacy in an expanding cyber world. Panel Session, *24th Annual Computer Security Applications Conference (ACSAC)*, Anaheim, CA. Dec 11, 2008. PNNL-SA-60992.
- Greitzer FL, PR Paulson, LJ Kangas, TW Edgar, MM Zabriske, LR Franklin & DA Frincke. 2008. *Predictive Modeling for Insider Threat Mitigation*. Pacific Northwest National Laboratory, Richland, WA. PNNL-SA-65204. <http://www.pnl.gov/coginformatics/media/pdf/TR-PACMAN-65204.pdf>

Power Grid/Smart Grid Operational Decision Making:



- Lu, N, P Du, X Guo, and FL Greitzer, "Smart Meter Data Analysis," *IEEE Transmission and Distribution Conference and Exposition 2012*, Orlando, FL, USA, 2012. <http://ieeexplore.ieee.org/xpl/mostRecentIssue.jsp?punumber=6267012>
- Lu, N, P Du, FL Greitzer, X Guo, RE Hohimer, and YG Pomiak, "A Multi-layer, Data-driven Advanced Reasoning Tool for Intelligent Data Mining and Analysis for Smart Grids," *2012 IEEE PES General Meeting*, San Diego, CA, USA, 2012. <http://www.ieee-pes.org/images/pes-ws/gm2012/slides/pesgm2012p-001099.pdf>
- Lu, N, P Du, Y Sun, X Guo, and FL Greitzer, "Data Mining for Residential Smart Meter Data," *IEEE Trans. on Smart Grid*, 2011.
- Lu N, P Du, PR Paulson, FL Greitzer, X Guo, and MD Hadley. 2011. "The Development of a Smart Distribution Grid Testbed for Integrated Information Management Systems ." In *2011 IEEE PES General Meeting*, Anaheim, CA. PNNL-SA-77213, Pacific Northwest National Laboratory, Richland, WA. http://www.researchgate.net/profile/Ning_Lu4/publication/250305390_2011_general_meeting_The_development_of_a_smart_distribution_grid_testbed_for_IIMS/links/0046351e97e43a1f74000000.pdf
- Lu N, P. Du, P.R. Paulson, F.L. Greitzer, X. Guo, and M. Hadley, "A Multi-layer, Hierarchical Information Management System for the Smart Grid." In 2011 IEEE Power & Energy Society General Meeting, Detroit, MI, July 24–29, 2011. [10.1109/PES.2011.6039214](http://dx.doi.org/10.1109/PES.2011.6039214)
- Huang, Z., Y Chen, F.L. Greitzer, & R. Eubank. 2011. Contingency visualization for real-time decision support in grid operation. *IEEE Power and Energy Society General Meeting*, Detroit, MI. 10. DOI: [10.1109/PES.2011.6039887](http://dx.doi.org/10.1109/PES.2011.6039887)
- Greitzer, F.L. 2010. "Wide-area situation awareness in electric power grid." Keynote Address and paper, *SPIE Defense, Security and Sensing*, Proceedings. SPIE 7709A (Cyber Security, Situation Management, and Impact Assessment II), Keynote. DOI:10.1117/12.855674. <http://proceedings.spiedigitallibrary.org/proceeding.aspx?articleid=1345109>
- Chen, Y, Z Huang, PC Wong, P Mackey, C Allwardt, J Ma, and FL Greitzer.(2010). "An Advanced Visual Analytic Decision Support Tool for Electricity Infrastructure Operations." *The Fourth Annual IFIP WG 11.10 International Conference on Critical Infrastructure Protection*, Washington, DC, March 15-17, 2010. Also published in: *Critical Infrastructure Protection IV: IFIP Advances in Information and Communication Technology*, Volume 342, 2010, Chapter 17, pp 245-260. <http://dl.ifip.org/db/conf/ifip11-10/iccip2010/ChenHWMAMG10.pdf>
- Greitzer, F. L., Podmore, R., Robinson, M., & Ey, P. (2010). Naturalistic Decision Making For Power System Operators. *International Journal of Human Computer Interaction (special issue on Naturalistic Decision Making with Computers)*, 26(2), 278-291. PNNL-SA-64674 http://www.bcs.org/upload/pdf/ewic_ndm09_s1paper2.pdf
- Huang Z, PC Wong, PS Mackey, Y Chen, J Ma, KP Schneider, and FL Greitzer. (2008). Managing Complex Network Operation with Predictive Analytics. In *Proceedings of AAAI Spring Symposium on Technosocial Predictive Analytics*. AAAI Sprint Symposium Technical Report SS-09-09, 59-65. (ISBN: 978-1-57735-416-1) <http://www.aaai.org/Papers/Symposia/Spring/2009/SS-09-09/SS09-09-012.pdf> [PNNL-SA-63337]
- Huang,Z., PC Wong, P Mackey, Y Chen, J Ma, K Schneider, and FL Greitzer. (2010). "Managing Complex Network Operations with Visual Analytical Techniques." In *Proceedings of the AAAI Spring Symposium on Technosocial Predictive Analytics*, San Francisco, CA, March 22-25, 2009.
- Huang, Z., Wong, P. C., Mackey, P. S., Chen, Y., Ma, J., Schneider, K. P., & Greitzer, F. L. (2009). Managing Complex Network Operation with Predictive Analytics. *Proceedings of AAAI Spring Symposium on Technosocial Predictive Analytics*. PNNL-SA-63337 <http://www.aaai.org/Papers/Symposia/Spring/2009/SS-09-09/SS09-09-012.pdf>
- Greitzer, F. L., A Schur, M Paget, & RT Guttromson. A Sensemaking Perspective on Situation Awareness in Power Grid Operations. *IEEE Power & Energy Society Annual Meeting—Conversion and Delivery of Electrical Energy in the 21st Century*, 20-24 July 2008, Pittsburgh, PA. Piscataway, NJ: IEEE, pp. 1-6. PNNL-SA-58145 DOI: [10.1109/PES.2008.4596285](http://dx.doi.org/10.1109/PES.2008.4596285)

Human Factors/Cognitive Engineering/Naturalistic Decision Making:

Greitzer, F. L., & DH Andrews. 2010. Training strategies to mitigate expectancy-induced response bias in combat



identification: A research agenda. Chapter 11 in D.H. Andrews, R.P. Herz, and M. B. Wolf (Eds), *Human factors issues in combat identification*, Don Harris, Neville Stanton, and Eduardo Salas (Series Eds.) *Human factors in defence*. Surrey: Ashgate. 173-190. PNNL-SA-64673

Book: <http://www.ashgate.com/default.aspx?page=637&calcTitle=1&isbn=9780754677673&lang=cy-GB>

Chapter: http://www.pnnl.gov/cogInformatics/media/pdf/Greitzer-Andrews_CID_Chapter.pdf

Greitzer, F. L., Podmore, R., Robinson, M., & Ey, P. 2010. Naturalistic Decision Making For Power System Operators. *International Journal of Human Computer Interaction (special issue on Naturalistic Decision Making with Computers)*, 26(2), 278-291. PNNL-SA-64674 Also presented at *Naturalistic Decision Making Conference*, June 2009. PNNL-SA-62694 <http://dx.doi.org/10.1080/10447310903499070>

Griffith, D. & FL Greitzer (2008). Neo-Symbiosis: The next stage in the evolution of human information interaction. In Wang, Y. (Ed.), *Novel Approaches in Cognitive Informatics and Natural Intelligence*. Hershey, NY: Information Science Reference (IGI Global), expected December 2008. PNNL-SA-61688

<http://www.pnnl.gov/cogInformatics/media/pdf/Griffith-Greitzer-IJCINI-paper03.pdf>

Greitzer, F. L. 2008. Methodology, Methods and Metrics for Testing and Evaluating Augmented Cognition Systems. Chapter 6 in D. Schmorow & K. Stanney (Eds.) *Augmented Cognition: A Practitioner's Guide*. Santa Monica, CA: Human Factors Society, pp. 144-174. PNNL-SA-53145

Greitzer, F. L., & DH Andrews. 2008. Training strategies to mitigate expectancy-induced response bias in combat identification: A research agenda. Keynote Address and Invited Paper, *Human Factors in Combat ID Workshop*, May 2008, Mesa, AZ. PNNL-SA-59942. <http://cerici.org/workshop/2008Workshops/Greitzer-Andrews%20CID%20Chapter%20FINAL.pdf>

Griffith, D. & FL Greitzer. 2008. Neo-Symbiosis: The next stage in the evolution of human information interaction. In Sugumaran, V. (Ed.) (2008) *Intelligent Information Technologies: Concepts, Methodologies, Tools, and Applications*. Hershey, NY: Information Science Reference (IGI Global), Vol. III, Section 8 (Emerging Trends), Ch. 8.19, pp. 2383-2396. PNNL-SA-57736

Griffith, D. & FL Greitzer. (2007) Neo-Symbiosis: The next stage in the evolution of human information interaction. *International Journal of Cognitive Informatics and Natural Intelligence*, 1(1), 39-52. PNNL-SA-47192. <http://www.igi-global.com/article/neo-symbiosis-next-stage-evolution/1528>

Greitzer, F.L. & Griffith, D. (2006). A Human-Information Interaction Perspective on Augmented Cognition. In D. D. Schmorow, K. M. Stanney, & L. M. Reeves (Eds.), *Foundations of Augmented Cognition, 2nd Edition*. Arlington, VA: Strategic Analysis, Inc. and Augmented Cognition International Society. Pp. 261-267. Presented at the *2006 Augmented Cognition International Conference*, San Francisco, CA. October 2006. PNNL-SA-49667.

Greitzer, F. L. (2005) Extending the reach of augmented cognition to real-world decision making tasks. *Augmented Cognition International Conference*, Las Vegas, NV. http://www.researchgate.net/profile/Frank_Greitzer/publication/228629203_Extending_the_reach_of_augmented_cognition_to_real-world_decision_making_tasks/links/09e41510ff39447a86000000.pdf

Greitzer, F. L. (2005) Toward the development of cognitive task difficulty metrics to support intelligence analysis research. *IEEE International Conference on Cognitive Informatics*, Irvine, CA. http://ieeexplore.ieee.org/xpls/abs_all.jsp?arnumber=1532647

Pond, D. J., and FL Greitzer. (2005) Error-based accidents and security incidents in nuclear materials management. *Institute of Nuclear Materials Management 46th Annual Meeting*, Phoenix, AZ. <http://www.osti.gov/scitech/biblio/966022>

Greitzer, F. L., and K Allwein. (2005) Metrics and measures for intelligence analysis task difficulty. Panel Session, *2005 International Conference on Intelligence Analysis*, McLean, VA.

Badalamente, R. V., and FL Greitzer. (2005) Top ten needs for intelligence analysis tool development. *2005 International Conference on Intelligence Analysis*, McLean, VA. https://www.pnl.gov/coginformatics/media/pdf/topten_paper.pdf

Elm, W.C., MJ Cook, FL Greitzer, RR Hoffman, B Moon, and SG Hutchins. (2004) Designing Support for Intelligence Analysis. *Proceedings, Human Factors and Ergonomics Society 48th Annual Meeting*. New Orleans, LA. <http://pro.sagepub.com/content/48/3/406.short>

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