

Robson Forensic

Engineers, Architects, Scientists & Fire Investigators

LINDA VOLONINO, Ph.D., CISSP, ACFE
Information Systems Electronic Discovery Expert
Computer Forensics Investigator

PROFESSIONAL EXPERIENCE

2002 to present **Robson Forensic, Inc.**
Associate

Provide technical investigations, analysis, reports, and testimony for failure analysis, and towards the resolution of litigation involving statistical analyses, data mining, and data extraction; database design; systems analysis and design; computer forensics and digital recovery; project management; and telecommunications. Consults on electronic discovery (e-discovery) and search of electronically stored information (ESI).

1986 to present **Canisius College, Buffalo, New York**
Information Systems Professor (Full Professor, tenured)

Teach in the MBA (Master of Business Administration) and Undergraduate programs. Primary areas of expertise:

- **Information Systems:** Analysis of the requirements and specifications of proposed information systems (IS); evaluation of hardware and software solutions; estimation of costs and resources needed to complete the project. Management of the design and implementation of IS projects using standard methods, specifically Systems Analysis and Design techniques (SADT) and Project Management. Testing and post-implementation review.
- **Database Management Systems:** Design of the logical (users) view of data and file structures of database systems; design of queries for data retrieval using structured query language (SQL). Implementation of databases in Microsoft Access and Oracle.
- **Digital Network and Computer Security:** Assess and strengthen the security of computer networks, information systems, and users' procedures against external and internal attacks. Analysis of firewalls, intrusion detection systems, secure use procedures, and antivirus software. Evaluation of sufficient due diligence and reasonable care to protect proprietary and customer data.
- **Statistical Analysis, Sampling, and Data Mining:** Analyze large databases containing hundreds of variables and thousands of records; perform descriptive statistics to determine the quality and usability of the data. Identify appropriate procedures for handling or transforming incomplete or missing data. Classify the data according to standard levels of data measurement: nominal level, ordinal level, interval level, or ratio level. Determine proper statistical technique, either parametric statistics or nonparametric statistics, based on the data level to use for hypothesis testing, forecasting, or other business purposes. Assess the integrity of the statistical procedures based on the data quality and type. Evaluate the validity of the inferences drawn from statistical analyses.

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- **Project Management:** Apply industry-standard project management procedures for estimating budgets, time, and other resources required for project completion. Resolve over-allocation of resources. CPM and PERT analysis; assess crash times, costs and feasibility.
- **Telecommunications:** Analyze businesses' data or voice network problems. Identify opportunities for improving business capabilities through telecom networks.
- **Electronic Commerce (eCommerce) and Website Design:** Analysis of online business requirements, design, development, and implementation of websites for eCommerce for existing businesses.

1998 to
2006

Canisius College

Director, Master of Science in Telecommunications Management

Collaborated with the major telcos, Bell Atlantic (Verizon), MCIWorldcom, and Sprint, to develop an AACSB-accredited Master of Science Degree in Telecommunications Management (MTM). Responsible for directing the MTM academic/industry partnership and advisory committee, and developing seminars for the business community and agencies.

1996 to
present

The Data Warehousing Institute (TDWI)

*Associate Editor, The Journal of Data Warehousing
Research Associate (2000)*

Industry Studies, for TDWI. Researched the operational data stores and data mining capabilities of Harrah's Entertainment Inc. and AT&T. Reported on their strategic initiatives to enhance customer service, improve cross-sell opportunities, streamline supply chains, and optimize customer interactions across all channels. Reported on data warehouse architectures and infrastructure to support business initiatives.

Judge. Leadership Award in Data Warehousing Competition 1999

Judge. Best Practices in Data Warehousing Competition 1995

PROFESSIONAL CREDENTIALS

Associate Computer Fraud Examiner (ACFE), 2006

Certified Information Systems Security Professional (CISSP), 2003

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EDUCATION

Ph.D. in Management Information Systems, with minors in Management Science and Managerial Economics, State University of New York at Buffalo, 1987

M.B.A. in Management Information Systems and Management Science, State University of New York at Buffalo, 1984

B.S. in Psychology, Mercy College, Dobbs Ferry, New York, 1975

Specialized Training:

Certificate of Completion, AccessData BootCamp: Forensic Toolkit (FTK) v.2.0, FTK Imager, Password Recovery Toolkit, Registry Viewer, 2010

Certificate of Completion AccessData Mobile Phone Examiner, 2010

Certificate of Completion, Bitpim and Cellular Phone Artifacts, 2010

Certificate of Completion, AccessData Bootcamp: Ultimate Forensic Toolkit (FTK) v.1.8, Password Recovery Toolkit, 2006

CERIAS (Center for Education and Research in Information Assurance) and CISCO Critical Infrastructure Assurance Group (CIAG) Security Boot camp, Purdue University

SANS Institute Training in Computer Security and Forensics

PROFESSIONAL MEMBERSHIPS

ISACA (Information Systems Audit and Control Association)

ISSA (Information Systems Security Association)

Academy of Computing Machinery (ACM)

Association of Certified Fraud Examiners (ACFE)

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PROFESSIONAL TRAINING, E-SEMINARS AND WORKSHOPS, 2000-present

Developed lectures and seminars on information technology issues, including computer forensics and e-discovery, fraud, project management, database technology, statistical analysis.

“E-Discovery,” Presentation by Linda Volonino and Ian Redpath, *LegalTechNY*, New York City, Feb. 2, 2010.

“Making Your Company Bulletproof,” eDiscovery webinar presented by Linda Volonino and Ian Redpath, March 3, 2010.

“E-Discovery for Auditors and Risk Managers,” Linda Volonino and Ian Redpath, *Institute of Internal Auditors (IIA) WNY Chapter Meeting*, Dec. 2009.

Fraud Detection, Prevention, and Management, Warner Brothers, Burbank, CA. 2008.

Electronically Stored Information (ESI), Amended Federal Rules of Civil Procedure, and Litigation-Preparedness, Methode Electronics Inc., Chicago, IL. 2007.

Credit Fraud Detection, Prevention, and Management, Hitachi Data Systems, Santa Clara, CA. 2007.

Keynote Speaker, “When Cyber Crimes Occur, Whose Fingerprints are on the Digital Weapon?” 4th Annual ISSA Metro Louisville Information Security Conference; Louisville, Kentucky, 2006.

“Computer Forensics,” Lorman Seminar. Columbus, OH. 2006.

“You’ve Got Jail.” Prentice Hall Information Technology Seminar. New Orleans, LA, March 2005; and Las Vegas, NV, April 2005.

“Legislative, Legal Compliance, Ethics, and Data Privacy.” McIntire School of Commerce, Master's in Management of Information Technology. Charlottesville, VA. 2005.

“Sarbanes Compliance and Fraud Management.” University of North Virginia, 2006.

“The Hacker Industry: Bigger than U.S. Steel—Hacker Techniques: Stronger than Your Firewalls & Employees.” Chapter meeting of ISSA, 2005.

“Best Practices in Controlling Viruses, Spam & Spyware.” InfoTECH Niagara, 2005.

“Unlocking the Truth on Personal & Corporate Security.” Annual Conference of the North Carolina Computer Instructors Association, Wilmington, NC. 2004.

“Computer Forensics and Electronic Evidence (E-Evidence).” For Information Systems Audit and Control Association (ISACA). 2004.

“Electronic Evidence and Computer Forensics.” Tutorial for Association of Information Systems. Tampa, FL. 2003.

“Litigation of Lawyers: Computer Forensics.” Seminar for Ohio State Bar Association Continuing Legal Education Institute. Cleveland, OH. 2002.

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“Cyber Security and Exposure, Internet/Intranet Information Management, and Law Enforcement,” For Investigations Division of Canada Customs and Revenue Agency, Toronto, Canada. 2002.

“Cyber Vulnerabilities,” For Office of Telecommunications, Utilities and Franchises. Department of Public Work, City of Buffalo, NY. 2002.

“Cyber Terrorism in America,” Symposium sponsored by US DOJ, WDNY. For the Office of US Attorney Michael A. Battle and Federal Law Enforcement. Batavia, NY. 2002.

“Keeping Your Computers Safe from Hackers and Lawyers,” For the Independent Laboratory Distributors Association (ILDA), at *Success...Whatever It Takes!! 2002 Spring Meeting*, Niagara Falls, Canada. 2002.

“Protecting Digital Infrastructures from Cyber-Terrorism and Computer Crime,” For Local Emergency Planning Commission (LEPC), Buffalo, NY. 2001.

“CRM and Data Cleansing,” Telecom Management Seminar. 2001.

“eCommerce Issues for Small Businesses,” For SCORE. 2000.

“Databases for Fingerprints, Faceprints, DNA, and Ballistics Prints,” For Buffalo Computer Club. 2000.

Presented seminars and workshops on computer forensics and cyber-security, Etisalat Telecommunications Academy, Dubai, UAE, 2000.

Keynote Speaker, “Computer Forensics and Electronic Media Discovery,” FedEx Research Center, Memphis, TN. 2000.

Keynote Speaker, “Innovations and Issues: Telecommunications and the New Millennium,” Construction Financial Management Association, 2000.

Keynote Speaker, “Computer Forensics, Technology and Applications,” Information Industry Initiative, MIS Research Center, University of Minnesota. 1999.

Guest Lecturer, SUNY at Buffalo Law School. 1999-2001.

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PUBLICATIONS

Books

- Turban, Efraim and Linda Volonino, *Information Technology for Management: Improving Performance and Accountability*, 8th ed, Wiley Publishing, Inc. 2011.
- Volonino, Linda and Ian Redpath. *e-Discovery For Dummies*. Wiley Publishing, Inc. 2009.
- Turban, Efraim and Linda Volonino, *Information Technology for Management: Improving Performance in the Digital Economy*, 7th ed., Wiley Publishing, Inc. 2009.
- Volonino, Linda and Rey Anzaldua, *Computer Forensics For Dummies*, Wiley Publishing, Inc. 2008.
- Volonino, Linda, Rey Anzaldua, and Jana Godwin, *Computer Forensics: Principles and Practices*, Prentice-Hall, 2006.
- Volonino, Linda and Stephen Robinson. *Principles and Practice of Information Security: Protecting Computers from Hackers and Lawyers*. Prentice-Hall, 2004.

Journal Publications, 2005-present

- Ward, Burke T., Janice C. Sipior, Linda Volonino, and Carolyn Purwyn, "A United States Perspective on Electronic Discovery Rules and Electronic Evidence," *Transforming Government: People, Process and Policy*, 2010.
- Gessner, Guy H., Linda Volonino, and Lynn A. Fish, "One-Up, One-Back ERM in the Food Supply Chain," *Information Systems Management*, 24(3), 2007.
- Volonino, Linda, Janice C. Sipior, and Burke T. Ward, "Managing the Lifecycle of Electronically Stored Information," *Information Systems Management*, 24(3), 2007.
- Gessner, Guy H. and Linda Volonino, "Quick Response Improves Returns on Business Intelligence Investments." *Information Systems Management*. 2005.
- Volonino, Linda and Pragati Dalal, "Network Middleware." *Handbook of Computer Networks*. H. Bidgoli, Ed. John Wiley & Sons, Inc. Vol. 3, Dec 2007.
- Volonino, Linda and Richard Volonino, "Security Middleware." *Handbook of Information Security*. H. Bidgoli, Ed. John Wiley & Sons, Inc. Vol. 3, Dec 2005.

Conference Proceedings, 2005-present

- Johnson, Patricia and Linda Volonino. "A Case Study of Madoff's Alleged \$50bn Fraud and the SEC's Failure to Respond." *Business Research Consortium of WNY*, Fourth Annual Conference, April 2009.

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- Gessner, Guy, Ray Vegso and Linda Volonino. "Assessing Student Learning of Topics Requiring Judgment: An Example Using Business Ethics." *Business Research Consortium of WNY*, Fourth Annual Conference, April 2009.
- Ward, B. Sipior, J.C., Volonino, L. and Purwyn, C. "Electronic Discovery Rules and Electronic Evidence: A United States Perspective." *European and Mediterranean Conference on Information Systems*, April 2009, Abu Dhabi, UAE.
- Sipior, Janice C. and Burke T. Ward, and Linda Volonino "A Framework for Enterprise-Wide Wi-Fi Network Access Security Management," *Proceedings of the European and Mediterranean Conference on Information Systems*, June 24-26, 2007, Valencia, Spain.
- Ward, Burke T., Janice C. Sipior, Linda Volonino, & G.R. Peterson. "Computer Forensics, E-Discovery, and Spoliation: Impact of the New Federal Rules." *13th Annual Americas Conference on Information Systems*. Keystone, CO. August 2007.
- Kermis, George F., Marguerite D. Kermis, and Linda Volonino. "Model for the Transition from Ethical Deficit to a Transparent Corporate Culture," *The Academy of Business Disciplines*, Proceedings of the Eighth Annual Conference, November 2006.
- Gessner, G., R. Vegso, G. Kermis, & L. Volonino. "A Survey and Model for the Direct Assessment of Learning of Ethics in an MBA Program," *Business Research Consortium of WNY*, April 29, 2006.
- Gessner, G.H., G.F. Kermis, R.W. Vegso, and L. Volonino. "A Model To Assess and Assure Learning of Ethics in the MBA Program." *12th Annual International Conference Promoting Business Ethics*. St. John's University, NY, October. 2005.
- Volonino, Linda, Guy H. Gessner, and George F. Kermis, "Sarbanes-Oxley Links IT to Corporate Compliance," *Proceedings of the 10th Americas Conference on Information Systems*, New York, NY, August 2005.