

# LAURENCE P. CHAIT

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## CAREER SUMMARY

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Founder and Managing Director of management consultancy ■ Educator in classroom, blended learning, and distance learning curricula in undergraduate and graduate programs ■ CKO and Corporate VP of a top tier international professional services firm ■ Senior consultant and practice leader in strategic planning, change management, process improvement, and knowledge management.

## EDUCATION

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<b>MBA</b>	Harvard University, Graduate School of Business Education	June 1965
<b>BA</b>	Cornell University, Economics	June 1963

## TEACHING EXPERIENCE

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<b>Brown University School of Professional Studies</b> <b>Adjunct Assistant Professor</b> (formerly Adjunct Senior Lecturer)	2012-Present
Developed and teach Strategic Planning and Value Creation, a blended-learning course in the Executive Master in Healthcare Leadership program.	
<b>Bentley University</b> <b>Lecturer</b>	2015-Present
Teach session in Masters' program on cutting-edge technology products, services, and innovations with a particular focus on healthcare and the Internet of Things (IoT).	
<b>Lesley University</b> <b>Lecturer</b>	2009
Taught session on consulting in and for nonprofit organizations to undergraduate class.	
<b>Bentley University</b> <b>Lecturer</b>	2009
Taught sessions on the nature of and my experience in consulting to both undergraduate and graduate classes.	
<b>Notheastern University, University College</b> <b>Adjunct Faculty</b>	2003-2005
Developed curricula and taught classroom and distance-learning courses on Knowledge Management in post-graduate program.	

- University of Sao Paulo MBA/MOT Program** 2000-2003  
**Lecturer**  
Developed curricula and taught extended session on Knowledge Management in MBA program.
- Hult International Business School** 2003  
**Faculty Member**  
Developed curriculum and taught course on High Performance Organizations in MBA program.
- Arthur D. Little School of Management, Boston College** 1996-2001  
**Faculty Member**  
Developed curricula and taught courses on High Performance Organizations, Knowledge Management, and Process Management in MS in Management program.
- Arthur D. Little, Inc.** 1985-2001  
**Senior Faculty Member**  
Developed curricula and taught hundreds of participants in ADL's worldwide Consulting Training program on consulting, consulting skills, and business process redesign.
- Tufts—Gordon Institute** 2001  
**Lecturer**  
Developed and taught session on Fast-track Planning—The Next Generation.
- Arthur D. Little, Management Education Institute** 1990s  
**Faculty Member**  
Developed curricula and taught courses on Strategic Management of Information Systems in MS in Management program.
- Dartmouth—Amos Tuck School of Business Administration** 1992  
**Visiting Executive**  
Developed and led a session on Business Process Redesign.
- Cornell—Johnson Graduate School of Management** 1992  
**Panelist**  
Invited to join a panel with representatives from three of the nation's largest consulting firms.

## **PROFESSIONAL EXPERIENCE**

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- Chait and Associates, Inc., Lexington, MA** 2001-Present  
**Founder, Chairman, President, and Managing Director**
- Advise senior managers and their teams on achieving and sustaining high performance, helping them keep strategic initiatives on track, and coaching organizational leaders
  - Work with nonprofit leaders to create sustainable business plans, develop IT strategies, and structure and share their organizations' knowledge
  - Lead organizational efforts to embark on knowledge management
  - Provide project management support on multi-million-dollar projects

**Arthur D. Little, Inc., Cambridge, MA** 1980-2001  
**Vice President and Global Director of Knowledge Management (CKO), Director,  
Manager, Consultant**

Achieved industry recognition as KM “thought leader;” generated \$20M in revenues;  
designed/deployed global BPR/strategic IT offerings.

**ADL Systems, Inc., Burlington, MA** 1978-1980  
**Product Manager, Small Business Systems**

Launched and ran business unit providing turnkey enterprise systems for retail chains.

**Jonathan David Incorporated, Lexington, MA** 1972-1978  
**Founder, Chairman, and President**

Designed, built, and managed nationally recognized “high street” specialty retail operation.

**Commercial Information Corporation, Arlington, MA** 1969-1972  
**Co-Founder, Director, VP of Development**

Developed corporate strategy and designed products and services that sustained the firm for  
30 years.

**Wang Laboratories, Inc., Arlington, MA** 1966-1969  
**Director, New Product Development, Computer Services Division**

Designed, sold, and implemented information systems for retail and services firms.

## **PROFESSIONAL SUMMARY**

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Over 30 years of experience advising senior management and their teams on achieving and sustaining high performance with a focus including strategic and business planning, change management, process improvement, and knowledge leverage.

- **Strategic and Business Planning**—Worked with organizations at inflection points to develop rigorous business plans focused on accelerating growth and building a foundation of sustainability; linked analysis to strategy to action; and provided executive coaching to leaders—built pragmatic, actionable plans truly owned by client organizations.
- **Change Management**—Led multi-million-dollar projects for Global 200 clients, applying “future state blueprinting,” gap analysis, and other transformation tools to drive enterprise-wide improvement—for a \$2B financial services unit of a European holding company, built a one-stop client service solution that cut problem resolution from 20 days to one hour.
- **Process Improvement**—Developed and taught robust performance improvement methodology; led reengineering assignments on four continents—methodology used by hundreds of ADL and other consultants for thousands of clients worldwide.
- **Knowledge Leverage**—Established ADL’s global KM function; structured the “knowledge taxonomy;” built a 160-person team; and drove utilization worldwide—launched in six months with 10,000 knowledge objects; generated 50%-75% company-wide improvement on key tasks, with \$50M bottom-line projection by senior management.

- **Information Technology**—For diverse clients, created system strategies/architectures and deployed turnkey, packaged, and custom solutions—pioneered technology-based solutions, from automated accounting services to ADL’s state-of-the-art client-server/Notes-based KM system.
- **Business Start-Ups**—Developed the business models, established the infrastructures, and managed day to day operations to launch four companies—an early provider of automated GL services that grew to four offices and 200 clients in three years, a specialty retail enterprise that achieved national recognition, a computer-game developer that sold over 1 million units of product, and a management consultancy.

## **PROFESSIONAL AND CIVIC ACTIVITIES**

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**The Boston KM Forum, Lexington, MA** 1999-Present  
**President and Chairman (2002-present)**

Association of 600+ KM practitioners that meets periodically to discuss and advance members’ thinking in the field of Knowledge Management.

**Arthur D. Little Alumni Association, Arlington, MA** 2002-Present  
**Board member**

500-person, international association of former employees of the first major Management Consulting firm; responsible for publications.

**Harvard Business Review Advisory Council** 2014  
**Advisor**

Advisory capacity to provide insight to shape the magazine’s content.

**Chief Learning Officer Magazine** 2014  
**Member, Business Intelligence Board**

Advisory capacity to help shape the magazine’s content.

**IBM Institute for Knowledge Management, Cambridge, MA** 1999-2001  
**Member and Research Contributor**

Global consortium focused on understanding and extending Knowledge Management’s business value.

**International Engineering Consortium** 1990s  
**Member, Executive Council**

Nonprofit organization sponsored by universities and engineering societies dedicated to bringing academia and industry together to bring the highest quality and most innovative forms of continuing education to the US electronics industry.

**Insurance Software Review** 1980s  
**Member of Editorial Board**

Active on Editorial Board of professional journal.

**Town of Lexington, Lexington, MA** 1978-1992  
**Member of multiple town-wide committees**

Fourteen-year member of Transportation Committee and instrumental in launch of now 30+ year old, showcase mini-bus service; active on various planning committees related to the Central Business District.

**Chamber of Commerce, Lexington, MA** 1977-2002  
**Director and three-term President**

Revitalized Industrial Division, launched Professional Division, more than doubled financial base, added full-time Executive Director and many new programs and initiatives, completed first significant revision of charter/by-laws in 44 years.

**Massachusetts Bay Community College** 1970s  
**Member of Advisory Boards**

Member of Advisory Boards on Small Business Management and Retailing.

#### **CORPORATE ADVISORY BOARDS**

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**Expound, Inc., Burlington, MA** 2001  
Pre-IPO developer of linguistics and KM systems for Internet commerce.

**Montague Institute, Montague, MA** 2000-2002  
Advanced education and research services to increase ROI in information services.

**Reality Bytes, Inc., Cambridge, MA** 1994-2000  
Middleware and entertainment software company that generated 30X ROI on seed investment; active from founding through growth and sale.

#### **CONFERENCE ORGANIZATION AND MANAGEMENT**

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**Technology Trading Conference, New York, NY** March, 1989  
Designed, organized, and managed this conference that involved 180 senior managers as attendees and panelists, with speakers representing twenty of the major financial organizations on Wall Street and across North America.

**Information-based Organization Conference, Rancho Mirage, CA** March, 1990  
Designed, organized, and managed, and chaired this conference that involved senior managers as attendees and panelists and featured Peter Drucker as keynote speaker.

**Business Reengineering and Performance Improvement** 1992-1999  
Developed curricula for multi-day training sessions on Business Reengineering and Performance; given in the US and Europe for over 300 people.

## **HONORS AND AWARDS**

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**John F. Ketteringham Award** **1992, 1994**

Winner of two Arthur D. Little Ketteringham Awards, given annually for “outstanding contributions to the firm's stature and ability to serve its clients.”

**Presidential Award** **1989, 1992**

Winner of two Arthur D. Little Presidential Awards for “outstanding performance and achievement.”

**One Company Award** **1998**

Winner of an Arthur D. Little “One Company” award for “collaborative efforts resulting in enhanced value for the firm and its clients.”

## **ADVISING AND MENTORING**

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Advise and mentor Brown EMHL graduate students in their efforts to design, develop, and present their Critical Challenge Projects (capstone projects with a goal of transforming healthcare).

- Chiledum Ahaghotu, Associate Dean, Clinical Affairs and Chief of Urology, Howard University. Dr. Ahaghotu’s critical challenge focused on development of a model of excellence for patient-centered, community-based accountable care within the context of emerging health care reform in the United States.
- David Deininger, Architect and Healthcare Facility Master Planning Consultant, 2dplanning. Dr. Deininger’s critical challenge focused on creating a new, integrated healthcare master planning product to provide a comprehensive, 360 degree, high level view of their context and a flexible framework/vision for development that aligns strategy, finance, and operations with facilities.
- Debbie McKee, Sales Director, United Healthcare Medicare and Retirement. Ms. McKee’s critical challenge focused on using sales agents to educate, encourage, and support beneficiary behaviors to result in improved Star ratings.
- Brian Napolitano, Lead Medical Dosimetrist, Mass General Hospital. Mr. Napolitano’s critical challenge focused on undertaking a formal, proactive design of licensure for medical dosimetrists currently practicing within the Commonwealth of Massachusetts.
- Christopher ‘Chip’ Neuman, Area Finance Officer, Central Valley Service Area, Kaiser Permanente. Mr. Neuman’s critical challenge focused on taking preventative medicine to the next level by piloting projects targeted at the “high utilizer” population. The goal was to bring care for this population closer to their home and work through population management, telemedicine, micro-clinics at large employers, and mobile health vans.
- Timothy Bain, Founder and CEO, Bain Complete Wellness—Dr. Bain’s critical challenge focused on altering the course of healthcare in America from a disease-based to a

wellness-based approach through continued development and growth of his integrated healthcare company, growing from a local to a regional presence and establishing the protocols necessary to achieve this goal.

- Thomas Lally, Director of Individual and Small Business Sales, Blue Cross & Blue Shield of Rhode Island. Mr. Lally's critical challenge project focused on an overhaul of his firm's broker program to increase sales, lower costs, and improve efficiency.
- Marc Rahming, National Medicaid Strategic Account Executive, Novo Nordisk Inc. Mr. Rahming's critical challenge focused on creating a stepwise process to provide value beyond transactional relationships, going beyond selling drugs in a closed looped, business-to-business marketing model to a model involving relationships with multiple healthcare stakeholders—including patients.
- Murali Sastry, Area Director, Health Economics, ResMed LTD. Mr. Sastry's critical challenge focused on designing and implementing a new clinical pathway, referral pattern, and compliance and monitoring protocol for Obstructive Sleep Apnea patients to increase patient access and compliance, reduce overall healthcare costs, and sustain product viability for his firm.
- Matthew Smith, Physician, Care New England Affinity Physicians. Dr. Smith's critical challenge focused on creating a system-based delivery of care for the population of patients with back and neck pain, applying principles of accountable disease management of chronic conditions through an interdisciplinary rehabilitation model in order to restore value to the field.
- Raman Mehrzad, Physician, Yale New Haven Medical Center. Dr. Mehrzad's critical challenge focused on finding practical and easy-to-apply solutions—either through technology or systematic strategic planning—to reduce the administrative work of physicians and thus increase their efficiency, value-added time, and quality of care.
- Robyn Gray, Physician, ObGyn Hospitalist, Dartmouth Hitchcock. Dr. Gray's critical challenge focused on developing and implementing a pilot program of an Ob Gyn Hospitalist model for the private-practice sector in an academic specialty hospital.
- Rochelle Low, Veterinarian and Regional Medical Director, Veterinary Centers of America. Dr. Low's critical challenge focused on development of a Veterinary Disaster Emergency Response Network and Disaster Management plans and resources for veterinary hospitals and shelter organizations across the United States.
- Janae Johnson, Patient Account Representative, Anne Arundel Health Systems. Ms. Johnson's critical challenge focuses on development of an app that will educate patients and providers regarding insurance plans, increase literacy regarding covered services and the requirements of healthcare policy, close cultural gaps regarding healthcare access, and reduce patient anxieties related to their healthcare costs.

- Michael Crawford, Chief of Staff, Unity Health Care, Inc. Mr. Crawford's critical challenge focuses on devising an innovation institute that is financially and operationally sustainable to help improve care for the medically underserved.
- Philip Falcone, Attending Staff, Department of Plastic Surgery, St. Joseph's Hospital Health Center. Dr. Falcone's critical challenge focuses on improving the efficiency and quality of healthcare delivery in the outpatient ambulatory surgery environment.
- Jeremy Knox, Manager of Market Data and Analytics, Moffitt Cancer Center. Mr. Knox's critical challenge focuses on providing a framework of strategies to ensure the H. Lee Moffitt Cancer Center remains an independent healthcare organization.
- Maliha Ahmed, Physician and Founder and Executive Director, Meena Herbal and Organikare—Gemcon Group. Dr. Ahmed's critical challenge focuses on a social/business strategy that (1) incorporates behavioral change to reduce disease prevalence in a rural community; (2) explores a new, potential market; and (3) demonstrates her organization's strength as a partner to support transformational social development projects.

Regularly advise and mentor colleagues, subordinates, and clients on career choices and development of business ideas; examples:

- Principal at a technology-channel sales consultancy
- President of an insurance analyst firm
- Product manager at premier business publishing firm
- Strategy and marketing consultant
- Executive advisor to for-profit and nonprofit businesses
- Entrepreneur, designer of online consumer service application
- Knowledge management professional at international humanitarian organization

## **PUBLICATIONS**

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Chait LP (2018) *Metric Myopia*, Chait and Associates, Lexington, MA.

Chait LP (2017) *Aspirational Intent*, Chait and Associates, Lexington, MA.

Chait LP (2017) *The Cascade Syndrome*, Chait and Associates, Lexington, MA.

Austin J, Bentkover J, Chait L (2016) *Leading Strategic Change in an Era of Healthcare Transformation*. New York, NY. Springer International Publishing, Switzerland.

Chait LP (2015) *Communities vs. Teams*, Chait and Associates, Lexington, MA

Chait LP (2008) *Sharing Knowledge – Problems, Root Causes, and Solutions*, chapter in *Knowledge Management in Practice*. Information Today, Medford.

Chait LP (2004) *Major Change – from Failure to Success*, Chait and Associates, Lexington, MA.



Chait LP (1999) Creating a Successful Knowledge Management System. Knowledge Connections, The Newsletter of the Institute for Knowledge Management, December, pp. 4-6.

Chait LP (1999) Knowledge Management at Arthur D. Little. Montague Institute Review, Johnson City, TN.

Chait LP (1999) Se Souber, Conte a Alguem. HSM Management, May/June, p. 122.

Chait LP (1999) Creating a Successful Knowledge Management System. Journal of Business Strategy, March/April, pp. 23-26.

Chait LP (1998) Creating a Successful Knowledge Management System. PRISM, Second Quarter, pp. 83-92.

Chait LP, Lynch A (1996) Reengineering Revisited: Achieving Seamlessness, chapter in The Best of Prism, Volume II, Arthur D. Little, Inc., Cambridge, MA, pp. 35ff.

Chait LP (1994) Management der Lernprozesse im Unternehmen (contributing author), Gabler-Verlag, Frankfurt, Germany.

Chait LP, Lynch A (1994) Reengineering Revisited: Achieving Seamlessness. PRISM, Second Quarter, pp. 23-29.

Chait LP (1994) Wake Up and Get Closer to Your Customers. Best's Review, Property-Casualty Insurance Edition, March, p. 11.

Chait LP (1992) The Fast-track Approach to I/S Planning. Connect: Where Business and Information Meet, First Quarter, p. 9.

Chait LP, Curtice RM, Lynch AJ (1992) Process Thinking: Today's Path to Improved Performance. PRISM, First Quarter, pp. 31-45.

Chait LP, Firth L (1990) Managing Technology for Competitive Advantage. Health Insurance Underwriter, December, pp. 22-27.

Chait LP (1990) Advanced Technologies: Tools to Support Senior Managers. Connect: Where Business and Information Meet, Second Quarter, pp. 8-9.

Chait LP (1990) Information Technology—Achieving the Potential, LOMA, Atlanta, GA.

Chait LP, Hagedorn H (1989) Human Resources—Today and in the Future, LOMA, Atlanta, GA.

Chait LP, Conforti, S (1986) Il Personal Computer Cambia il Modo di Lavorare dei Dirigenti. Interfaccia, February, pp. 32-35.

Chait LP, Smigel D (1986) Information Technology—Its Impact on the Insurance Industry, LOMA, Atlanta, GA

Chait LP (1985) End User Computing. Perspectives on Information Management, September.

Chait LP (1984) The Lifeblood of Information Processing. Time Magazine Special Section on The Information Society, November, p. 14.

Chait LP, Morse J (1984) In Info Centers, the User Always Comes First. Data Management, February. pp. 30-1.

## **PRESENTATIONS**

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Chait LP, Seminar Speaker, Lead Change 2018, November, 2018, Woburn, MA; Topic: “Caveats for Leading Change Successfully.”

Chait LP, Seminar Speaker, Nonprofit Net, Lexington, MA, April, 2018; Topic: “High Performance Business.”

Chait LP, Napoli A, Moss M, Webinar Leader, Brown Executive Master of Healthcare Leadership, December, 2014; Topic: “Strategic Planning and Value Creation in Integrated Healthcare.”

Chait LP, Seminar Speaker, Boston KM Forum, November, 2014, Waltham, MA; Topic: “Overcoming Barriers to Change for Knowledge Initiative Success.”

Chait LP, Forum Speaker, Boston KM Forum, January 2014, Waltham, MA; Topic: “CES 2014—The Consumer Electronics Show.”

Chait LP, Conference Speaker, Arthur D. Little Alumni Association, April, 2014, Waltham MA; Topic: “CES 2014—The Consumer Electronics Show.”

Chait LP, Conference Speaker and Moderator, Gilbane Conference, December, 2013; Topic: “Knowledge Integration through Collaboration among Healthcare Stakeholders.”

Chait LP Moulton L, Conference Speaker, KMWorld, November, 2013, Washington, DC; Topic: “Leveraging Knowledge—From Failure to Success.”

Chait LP, Track Moderator, KM World Conference, Washington, DC, November, 2010.

Chait LP, Seminar Speaker, Nonprofit Net, Lexington, MA, September, 2010; Topic: “Business Planning 101.”

Chait LP, Panelist, KM World & Intranets Conference, San Jose, CA, November, 2009; Topic: “Gaining Support and Buy-in for KM Practices and Culture.”

Chait LP, Webinar Speaker, Critical Logic's Accelerating IT Performance session, September, 2007; Topic: "Making Change Stick."

Chait LP, Conference Speaker, KM World & Intranets Conference, San Jose, CA, November, 2007; Topic: "Managing Your Corporate Expertise."

Chait LP, Workshop Leader: KM World, San Jose, CA, November, 2007; Topic: "Critical Success Factors in KM Initiatives."

Chait LP, Conference Speaker, Gilbane Conference, November, 2007, Washington, DC; Topic: "Managing Your Corporate Expertise."

Chait LP, Workshop Leader: Shared Insight's Portals, Collaboration, and Content Management Conference, May, 2007, Las Vegas, NV; Topic: "Critical Success Factors in KM Initiatives."

Chait LP, Seminar Speaker, Boston KM Forum, April, 2007, Waltham, MA; Topic: "Your Portal Is Working, but It Isn't."

Chait LP, Seminar Speaker, Boston KM Forum, November, 2006, Waltham, MA; Topic: "Critical Success Factors in Knowledge Management Initiatives."

Chait LP, Conference Speaker, KM World & Intranets Conference, San Jose, CA, November, 2006; Topic: "Knowledge Portal."

Chait LP, Workshop Leader, KM World & Intranets Conference, San Jose, CA, October, 2006; Topic: "Critical Success Factors for KM Initiatives."

Chait LP, Forum Speaker, Boston KM Forum, June, 2006, Waltham, MA; Topic: "Leveraging Knowledge—Finding Stuff."

Chait LP, Workshop Leader, DCI's Portals, Collaboration, and Content Management Conference, April, 2006, San Diego, CA; Topic: "Leveraging Knowledge through Portals: KM in a Portals Environment."

Chait LP, Conference Speaker, DCI's Portals, Collaboration, and Content Management Conference, April, 2006, San Diego, CA; Topic: "Project Change Management."

Chait LP, Conference Speaker, DCI's Portals, Collaboration, and Content Management Conference, November, 2005, Miami, FL; Topic: "Building a Knowledge Culture."

Chait LP, Conference Speaker, DCI's Self-Service Conference, June, 2005, Boston, MA; Topic: "Knowledge Management and Self-Service."

Chait LP, Co-manager, Enterprise Search, Collaboration, and Knowledge Management Track, Gilbane Conference on Content Management, December, 2004, Boston, MA.

Chait LP, Panel Convener and Moderator, Gilbane Conference on Content Management, December 2, 2004, Boston, MA; Topic: "Knowledge Management & Technology;" Panel: Jeff Catlin, CEO, Lexalytics; Jane McLaughlin, President & Consulting Principal, & Tom Spencer, Partner, Lifecycle Software; and Joyce Ward, Lexis/Nexis.

Chait LP, Panel Convener and Moderator, Gilbane Conference on Content Management, December 1, 2004, Boston, MA; Topic: "Collaboration and Knowledge Management Best Practices;" Panel: Sherra Pierre-March, Vice President of Information Systems, Sesame Workshop; Ken Bruss, HDA Consulting; and Mary Lee Kennedy, The Kennedy Group.

Chait LP, Conference Speaker, Operational Excellence Conference, May 2004, Boston, MA; Topic: "Creating a High-performance Culture."

Chait LP, Panel Convener and Moderator, Innovative Enterprise World Summit, October 2003, Boston MA; Topic: "Is KM Dead...or Alive and Thriving?"

Chait LP, Conference Speaker, Innovative Enterprise Summit, October 2003, Boston MA; Topic: "Plugging the Brain Drain—Keeping Intellectual Capital When Human Capital Departs."

Chait LP, Panelist, IBM Knowledge and Organizational Performance Forum, June 2003, Atlanta, GA; Topic: What is the Future of KM?"

Chait LP, Conference Speaker, AIIM 2003, April 9, 2003, New York, NY; Topic: "Change Ensurance."

Chait LP, Conference Speaker, DCI Employee Relations Management Conference, August, 2002, New York, NY; Topic: "Plugging the Brain Drain—Keeping Intellectual Capital When Human Capital Departs."

Chait LP, Conference Speaker, DCI Corporate Portals Conference, July, 2002, Boston, MA; Topic: "Content Management—The 'Soft' Keys to Success."

Chait LP, Conference Speaker, Collaborate East, June, 2002, Boston, MA; Topic: "Collaboration—Requirements for Success."

Chait LP, Conference Speaker, AIIM 2002, March 5, 2002, San Francisco; Topic: "Content Management—Requirements for Success."

Chait LP, Forum Speaker, Boston KM Forum, January 2002, Needham, MA; Topic: "Keeping Intellectual Capital when Human Capital Departs."

Chait LP, Seminar Speaker, Earley and Associates Seminar on Content Management, multiple dates, June through November, 2002, Needham, MA; Topic: "Content Management—It's Much More than Content."

Chait LP, Conference Speaker, Human Capital Management Conference, October, 2001, Boston, MA; Topic: "Keeping Intellectual Capital when the Human Capital Departs."

Chait LP, Conference Speaker, PDVSA Knowledge Management Conference, October 2000, Caracas Venezuela; Topic: “Knowledge Management—Lessons from the Arthur D. Little Experience.”

Chait LP, Conference Speaker, DCI’s Corporate Portals Conference, August 9, 2000, Boston, MA; Topic: “Portal Personalization—What It Is, How It Works.”

Chait LP, Dinner Speaker, Special Libraries Association, April 18, 2000, Farmington, CT; Topic: “Changes in the Information Services Function.”

Chait LP, Conference Speaker, DCI’s Corporate Portals Conference, November 3, 1999, Atlanta, GA; Topic: “Best Practice: Designing Portals for Active Use.”

Chait LP, Conference, May 1998, San Francisco, CA; Topic: “Technology Exchange and KM.”

Chait LP, Luncheon Speaker, Arthur D. Little President’s Luncheon, March 1998, Sao Paulo, Brazil; Topic: “KM as a Competitive Differentiator.”

Chait LP, Luncheon Speaker, Arthur D. Little President’s Luncheon, March 1998, Buenos Aires, Argentina; Topic: “KM as a Competitive Differentiator.”

Chait LP, Forum Speaker, Association for Information and Image Management, March 11, 1998, Waltham, MA; Topic: “Knowledge Management at Arthur D. Little.”

Chait LP, Conference Speaker, Lotus Symposium, November 4, 1997, Boston, MA; Topic: “Capturing and Managing Organizational Knowledge with Notes and Domino.”

Chait LP, Workshop Leader, Management Center Europe: Best Practices in Knowledge Management, October 1997, Brussels, Belgium.

Chait LP, Meeting Speaker, The Conference Board: Advisory Council on Human Resources Management, March 1997, Boston, MA; Topic: “Knowledge Management.”

Chait LP, Conference Speaker, National Business Process Reengineering Conference, September 1996, Washington, DC; Topic: “The CLO: BPR’s New Face?”

Chait LP, Moderator, The Conference Board’s 1996 Business and Technology Conference, January 31, 1996, New York, NY; Topic: “Applying the Lessons of Successfully Integrated Companies.”

Chait LP, Meeting speaker, WGBH, June 7, 1995, Boston, MA; Topic: “The High Performance Business.”

Chait LP, Conference Speaker, 1993 Eastern Communications Forum of the National Engineering Consortium, May 10, 1993, Washington, DC; Topic: “Process Thinking: Today’s Path to Improved Performance.”

Chait LP, Conference Speaker, Securities Industry Association Information Management Conference, June 1992, New York, NY; Topic: “Business Process Redesign.”

Chait LP, Conference Speaker, 1991 National Seminar on Operations and Performance, Blue Cross and Blue Shield Association, April 9, 1991, Orlando, FL; Orlando, FL; Topic: “Applying Technology to Achieve Excellence—A User/MIS Partnership.”

Chait LP, Conference Speaker, National Retail Federation Conference, October 15, 1990, St. Louis, Missouri; Topic: “Implementing the Information Based Organization.”

Chait LP, Conference Speaker, Operations Interchange: The ‘90s, Blue Cross and Blue Shield Association, May 21, 1990; Topic: “Implementing the Information Based Organization.”

Chait LP, Organizer and Conference Chairman, Arthur D. Little Conference on Implementing the Information Based Organization, March 15-16, 1990, Rancho Mirage, CA.

Chait LP, Keynote Speaker, Apple, Inc. Connections '89 Seminar, June 14, 1989, Boston, MA; Topic: “Information Technology—Realizing the Potential.”

Chait LP, Organizer and Conference Chairman, Arthur D. Little Trading Technology Conference, March 16-17, 1989, New York, NY.

Chait LP, Conference Speaker, The Inevitable Partnership—A Conference for Users and Information Processors, Life Office Management Association, Summer, 1984, Houston, TX; Topic: “Communications: Cementing the Partnership.”

#### **QUOTED IN PRINT**

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“The Human Side of Knowledge Management,” CMS WiRE, 2012

“Organizations as Learning Systems” by Marjatta Maula, Elsevier, 2006.

“Information Age Government,” Society of Information Technology Management, August, 2003.

“Meta Panel Touts Web Services Wars,” SearchWebServices.com, October, 2002.

“Electronic Government – Strategic Plan,” State of California, August, 2001.

“The Knowledge Doctors,” Cover Photo, Knowledge Management, March, 2000.

“Knowledge Management by Stealth,” Knowledge Management (Europe), February, 2000.

“Ahora Compartir el Conocimiento Es Poder,” El Nacional (Caracas), Estrategia y Negocios Section, July, 2000.

“Request for Proposal,” Knowledge Management, March, 2000.

“Arthur D. Little: The Original Knowledge Firm,” Knowledge Management, December, 1999.

“Knowledge Management at Arthur D. Little,” interview in Montague Institute Review, September, 1999.

“The Knowledge Paradox: How To Manage Your Most Strategic Asset,” Cambridge Technology Partners, 1999.

“Se Souber, Conte a Alguem,” interview in HSM Management (Brazil), May, 1999.

“Opportunity Knocking for Lotus,” InternetWeek, January, 1999.

“The Knowledge Paradox: How to Manage Your Most Strategic Asset,” CIN Think Tank, 1999

“Knowledge into Action,” Knowledge Management, Premier Issue, October, 1998.

“Si lo sabe, compartalo,” Gestion, (Brazil), September, 1998.

“Compartir Conocimientos,” La Nacion (Buenos Aires), Business Section, April, 1998.

“Intranet Automation Conquers Rising Costs,” Computing Canada (Canada), February, 1998.

“Arthur D. Little, Inc.,” Harvard Business School Case Study, November, 1995.

“Just in Time Planning,” CIO Magazine, November, 1994.

“Haste Makes...Money,” CIO, May, 1994.

“Profile - A Seasoned Approach,” Information Week, May, 1993.

“When Selling Technology to Management, Use the Right Salespeople,” Beyond Computing, January, 1993.

“To Market, to Market,” CIO, September, 1992.

“Winning Combinations,” CIO, August, 1992.

“Information Systems for Management,” Irwin, 1991.

“The Right Stuff,” CIO, July, 1990.

“Roles Consultants Play,” Insurance Software Review, June, 1990.

“Insurance Firms Lag Behind,” Computerworld, June, 1990.

“Executives Must Be ‘Brutally Honest’,” Communications World (Australia), May, 1990.

“The Prophet Motive,” Computer Systems News, May, 1990.

“The Shape of Things,” MIS Week, April, 1990.

“At Last, Software CEOs Can Use,” Fortune Magazine, March, 1989.

“E-mail Catches on Like the Phone,” The Boston Globe, November, 1986.

“PCs Emerge as Management Tools,” Machine Design, November, 1985.

“Business Computer Systems,” Volume 4, Cahners, 1985.



**APPENDIX—CONSULTING CLIENTS**

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Aetna	MA Department of Public Health
AgION	MA Executive Office of Elder Affairs
American Express	MassCare
AMTRAK	Mass Mutual
ARCO	Massachusetts Bay Transportation Authority
Ariel Group	Michigan Education Association
Atlantic Philanthropies	MLC Life
Autodesk	Mobil
Banco Mercantil	More than Wheels
BayState Gas	Mutual of New York
Bedford Fair Industries	National Consumer Voice for Quality Long-term Care
BellSouth	Nestle
Beverly Radiology	Nortel
Bonnie CLAC	New York Stock Exchange
Book of Odds	Obermayer Foundation
Boston Financial Group	Occidental Petroleum
Canadian Forest Products	OCLC
Capital Cities Broadcasting	PBS
Care Link	PDVSA
Carroll (IRE)	Pequiven
Center for Adolescent Health and the Law	Pilgrim Health Applications
Charles of the Ritz	Porter, Wright
Children's Hospital Boston	Prudential
Conrail	Quadrem
Draper Laboratories	RCI Europe
DuPont	Reader's Digest
Electric Power Research Institute (EPRI)	Regal Press
Emerson Electric	Rhode Island Foundation
EPRI	Root Capital
Equitable	Root Cause
Exxon	Royal Business Forms
Factory Mutual	SAGE
Forstmann	Samsung
Garden Way	Schlegel
Gartmore Investment Management	Sears Roebuck
Goodwill	Seguras de la Seguridad
Gtech	Shaw's
Hanover House	Sotreq
Harris Bank	STTI Honor Society of Nursing
Hartford Insurance	Sun Oil
Hartford Steam Boiler	Texas A&M
Harvard Vanguard Medical Associates	The Interface Group
Horn & Hardart	The Consumer Voice of Long Term Care
Houston Light and Power	The Young People's Project
Humana	Transamerica Flood
IBM	UMB
Island Creek Coal	UNFI
John Hancock Financial Services	Visiting Nurse Services of New York
Lex Electronics	Widen the Circle
LOMA	