Rafael J. BARROS

School of Computing and Information Systems
Singapore Management University (SMU)
80 Stamford Road
Singapore 178902

Email: rafaelbarros@smu.edu.sg
Office Phone: +65 68289675

Education

Master of Science, California State University, East Bay, United States of America, 2011

Master in Systems & Computing Eng., Universidad de los Andes, Colombia, 1998

Bachelor in Systems & Computing Eng., Universidad de los Andes, Colombia, 1990

Academic Appointments

Senior Lecturer of Information Systems, School of Computing and Information Systems, SMU, Aug 2017 - Present

Academic Administrative Positions

Coordinator, BSc (IS) Product Development Track, School of Computing and Information Systems, SMU, Jul 2018 - Present

RESEARCH

Publications

Books (Refereed)

GRACE: Introducción a la Ingeniería by BARROS, Rafael J.; DUQUE, Gerardo; ROJAS, John A.;SÁNCHEZ, Luz Marina; VELOSA, José Divitt. (2005). Bogotá: Escuela de Administración de Negocios. (Published)

Conference Proceedings

Gamified online industry learning platform for teaching of foundational computing skills, by LAU, Yi Meng; BARROS, Rafael J.; GOTTIPATI, Swapna; SHIM, Kyong Jin. (2022.0). *2022 IEEE International Conference on Teaching, Assessment, and Learning for Engineering (TALE): Hong Kong, China, December 4-7: Proceedings,* (pp. 112-119) Piscataway, NJ: IEEE. https://doi.org/10.1109/TALE54877.2022.00026 (Published)

Mining informal and short weekly student self-reflections for improving student learning experience, by GOTTIPATI, Swapna; BARROS, Rafael; SHIM, Kyong Jin. (2021.0). *Proceedings of the 27th Americas Conference on Information Systems (AMCIS) 2021, Virtual Conference, August 9-13,* (pp. 1-10) Virtual Conference: AIS. (Published)

Research Grants

Other Institutions

Gen-AI Mentor for IS project Experience: Enhancing Proposal Quality , ESRG, SMU Centre for Teaching excellence PI (Project Level): Kiruthika RAMANATHAN, Co-PI (Project Level): Rafael J. BARROS, Kyong Jin SHIM, 2024, SGD9,000

Personalized projects and labs for Enterprise Solutions Management using AI Builder, TEL Exploratory research grant, SMU Centre for Teaching excellence PI (Project Level): Kiruthika RAMANATHAN, Co-PI (Project Level): Rafael J. BARROS, 2023, SGD6,000

TEACHING

Teaching Areas

Education & Practice
•Technology Enhanced Learning
•Analytics and Decision Support Practice
•IT Practice – Methodologies, Architectures & Frameworks

Area of Excellence:
Analytics for Business, Consumer & Social Insights
Innovation & Entrepreneurship
Business Process Management

Courses Taught

Singapore Management University

Undergraduate Programmes :

Business Process Analysis & Solutioning

Enterprise Business Solutions

Enterprise Solution Management

Managing Customer Relations with Analytics

Managing Customer Relations with Analytics: Asian Insights

Postgraduate Professional Programmes :

Customer Analytics and Applications

Systems Thinking

Non-Graduating Programmes :

Managing Customer Relations with Analytics: Asian Insights

Teaching Publications

Cases

Vendor woes: How a perfect storm marred CrowdStrike's reputation, by RAMANATHAN, Kiruthika; BARROS, Rafael J.; LIM, Thomas. (2025). SMU-25-0001. https://cmp-shop.smu.edu.sg/products/vendor-woes-how-a-perfect-storm-marred-crowdstrike-s-reputation?variant=42706405523498 (Published)

Airport blues: Passengers grounded by Microsoft-CrowdStrike outage, by RAMANATHAN, Kiruthika; BARROS, Rafael J.; LIM, Thomas. (2024). SMU-24-0029. https://cmp-shop.smu.edu.sg/products/airport-blues-passengers-grounded-by-microsoft-crowdstrike-outage?variant=42392972492842 (Published)

Teaching Notes

Vendor woes: How a perfect storm marred CrowdStrike's reputation, by RAMANATHAN, Kiruthika; BARROS, Rafael J.; LIM, Thomas. (2025). SMU-25-0001TN. https://cmp-shop.smu.edu.sg/products/vendor-woes-how-a-perfect-storm-marred-crowdstrike-s-reputation?variant=42706405523498 (Published)

Airport blues: Passengers grounded by Microsoft-CrowdStrike outage, by RAMANATHAN, Kiruthika; BARROS, Rafael J.; LIM, Thomas. (2024). SMU-24-0029TN. https://cmp-shop.smu.edu.sg/products/airport-blues-passengers-grounded-by-microsoft-crowdstrike-outage?variant=42392972492842 (Published)

UNIVERSITY SERVICE

Singapore Management University

Secretary, member of the Executive Committee ("EXCO"), Faculty Senate, Apr 2022 - Mar 2023