



Claudio Ciborra: convenor of information systems October 2000 to February 2005

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The first time I met Claudio was in a dark panelled room at LSE in November 2001, when he interviewed me for the post of Departmental Manager. Despite what I thought was a dreadful interview, he called me the next day to offer me the post, which I duly accepted. Although my start date wasn't until January, Claudio invited me to the Departmental Christmas dinner in December at Bank Restaurant where he introduced me to the many members of the Department and made me feel very much part of the team.

Good meals out became a regular event in the Department under Claudio's 'reign.' Departmental receptions, Christmas parties and leaving do's were always flowing with quality wine and food. At Claudio's inaugural lecture, the catering was done by an Italian friend of his and it was superb.

As Head of the Department, Claudio was very much on the ball, he dealt with issues quickly and thoroughly and held regular meetings so communication between staff was never a problem. Claudio liked to get things done quickly, sometimes yesterday(!) and busy service departments at LSE could not solve his problems fast enough. Claudio seemed to have no luck with IT equipment and he also insisted on using a Mac despite the School's IT environment being Windows based. His equipment would break down regularly and I lost count of the many replacement bikes and phones I had to order for him.

Claudio raised the profile of the Department in many ways. One way that directly involved the Department's administrative staff was the creation of a Department display stand. The stand is used at conferences all over the world and shows the many books written by Department staff and other departmental literature. At one conference in Naples a few years ago, Emma Keys (our Research Coordinator), Cheryl Edwardes (our then Course Coordinator) and I were all encouraged to attend and to man the stand for the duration of the conference. As a result of Claudio's support for us, this was a trip we will always remember, as we were able to meet many of the interesting people we had interacted with in our jobs but were also able to experience true Italian cuisine at its finest.

Claudio made many changes to the Department during his time here. He was the inspiration behind the very fashionable refurbishment of our office space that is still the envy of the School. Together with Bob Galliers, he launched our popular annual workshop on the Social Study of Information Technology. Emma believes that Claudio also changed the face of research in the Department both in terms of his inspirational lead in this area but also through the introduction of more formal administrative procedures for tracking and encouraging research activities.

Claudio was well known around the School in many Departments. At one meeting with our Estates Department about future building plans Claudio, in his special way, suggested an olympic-sized swimming pool.

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Claudio was a good boss, thoughtful and kind and although he was not always forthcoming with his praise, you certainly knew when you had done a good job. Claudio was incredibly supportive and I will never forget how fantastic he was when I became pregnant. He

supported me throughout and stayed in touch regularly when I was on maternity leave and he was in hospital. His last email to me, sent a week before his death said 'April (my daughter) must be a joy beside a beauty.' He always had a wonderful way with words.

About the author

Sarah Emery is the Departmental Manager for the Department of Information Systems at the London School of Economics and Political Science. Before coming

to LSE, she worked as an administrator at City University and as an office manager for a dance music dot com company called Que Pasa.