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Group
Inc.

Name: Jessica Glicken Turnley, Ph.D.

Areas of Expertise:

- Policy Analysis / National Security
 - Technology Transfer
 - Economic Development / Socio-economic Analysis
 - Business/Institution Development
 - Corporate Culture Change
 - Marketing and Communications
 - Stakeholder Communication
 - Strategic Planning
 - Cross-Cultural Communication
- 1) cross-cultural communication between scientific, technical, and business communities and their various publics (management, consumers, technology end-users, regulators and policy makers, the general public) using a variety of communications channels including marketing tools, white papers, participatory processes, and others;
 - 2) social research and policy analysis in a wide variety of areas including intelligence and national security; and
 - 3) strategic planning, management and business development, marketing services, institution and organization-building for small to large organizations, particularly those undergoing corporate culture or structural change, or in a start-up mode.

Experience includes P&L and/or management responsibilities and research and analysis roles in public and private sector organizations and non-profits.

Clearances:

Department of Energy and Department of Defense security clearances

Education:

Ph.D., Anthropology/Southeast Asian Studies, Cornell University, Ithaca, NY, 1983
M.A., Cultural Anthropology, Cornell University, Ithaca, NY, 1979
M.A., Social Anthropology, University of Michigan, Ann Arbor, 1976
B.A., Anthropology and English Literature, University of California, Santa Cruz, CA, 1974

Advisory Board/Review Positions (current and previous):

U.S. Defense Intelligence Agency Advisory Board
State of New Mexico Homeland Security Advisory Panel
Waste Isolation Pilot Plant (WIPP) Peer Review Panel on passive institutional controls/risk communication
(New Mexico) Governor's Technical Excellence Committee
Senator Jeff Bingaman (D-NM), Technology Business Development Working Group

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Current and Previous Employment (Professional):

President, Galisteo Consulting Group, Inc., Albuquerque, NM (1998-present)

Provide services in various aspects of business and organizational development, business communication strategy, national security, and social science research and evaluation, specializing in projects that involve the interface between technical and lay communities; analyze, manage and support corporate culture change and development efforts; provide the 'human element' to technology development project; assess, develop, and implement economic development programs in micro-business, multi-cultural environments, and other areas. Clients include a variety of public and private sector organizations including Sandia National Laboratories, the City of Albuquerque, U.S. Special Operations Command (USSOCOM), Defense Intelligence Agency, Public Service Company of New Mexico (the regional gas and electric utility), US Environmental Protection Agency, the McCune Foundation, the intelligence community, and others, as well as participation on a wide variety of national security panels and task forces

Senior Fellow, Joint Special Operations University, USSOCOM (2005-present)

Provide research, analysis, and concept development of selected special operations issues, initiatives, and emerging concepts, focusing on those related to organizational and cultural topics pertinent to our own forces and national security organizations, as well as the adversary; represent JSOU and United States Special Operations Command at conferences, symposiums and study efforts on related topics

President, Turnley Johnson Research, Albuquerque, NM (2001-2003)

Develop and conduct qualitative market research programs and analyses of primary data; manage and conduct focus groups, interviews, and participant observation sessions; provide market analyses based on documents and other secondary sources. Clients range from regional retail (Western Warehouse) to large, established firms (Las Campanas, Inc., a Lyle Anderson development) to professional organizations (Society for Environmental Toxicology and Chemistry).

Senior Anthropologist, ecological planning and toxicology, inc. Albuquerque, NM (1996-1998)

Conduct risk communication analyses; manage and analyze public participation and stakeholder involvement in public-sector and corporate decision-making; conduct analyses of environmental risk management issues, policy analyses in energy and environment arenas, and of the national research and development complex; provide strategic planning, management, and business development services and culture change programs to public and private-sector clients. Established and managed company's first satellite office with P&L responsibility, meeting or exceeding all revenue targets

Technical Manager and Systems/Policy Analyst, Energy Policy and Planning Dept., Sandia National Laboratories, Albuquerque, NM (1992-1996)

Managed a technical line organization focusing on federal science policy and its organizational and structural implications for the US Department of Energy and for the US science complex. Generated over \$3 million annually in revenue to support this first technical effort in social science for (then) \$1.3 billion engineering laboratory.



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Principal, Qualitative Technologies, Albuquerque, NM (1991-1992)

Provided systems and policy analysis consulting to Sandia National Laboratories, others

President/Executive Director, Women's Economic Self-Sufficiency Team (WESST Corp), Albuquerque, NM (1988-1991)

Co-founded and managed a non-profit business development center for women interested in business ownership. Responsible for start-up and on-going planning, operations management, fund-raising, and service provision. With main office in Albuquerque and outreach throughout the state, and extensive use of volunteer and community input, achieved recognition by the SBA as providing the most value for dollar of any similar program in the country.

Principal, Allshouse & Glicken, Inc., Albuquerque, NM (1986-1991)

Co-founded and developed a marketing services business providing the full range of services from strategic marketing planning to the development and production of collateral materials and the management of field sales forces. Clients included large and small businesses from the office products and computer and high technology sectors across the country.

Marketing Communications Consultant, Philadelphia, Pennsylvania (1985)

Associate, Margaret Peters Marketing Communications, New Canaan, CT (1984)

Associate, Integrated Marketing International, Westport, CT (1984)

Director of Communications, Precision Software, Inc., Stamford, CT (1983)

Accounts Supervisor/Account Executive, Ralph Silver Assoc., San Francisco, CA (1982-1983)

Account Executive, Ernest Beyl Public Relations, San Francisco, CA (1982)

Translator, Joint Publications Research Service, US Government (1981-1984)

Current and Previous Positions (Teaching/Academic):

Senior Fellow, Joint Special Operations University, Strategic Studies Dept., USSOCOM (2005 – present)

Department Chair and Instructor, Univ. of Phoenix, Marketing Dept., Albuquerque, NM (1987-1990)

Instructor, Social Sciences Division, Delaware County Community College, Media, PA (1986)

Instructor, Department of Behavioral Science, College of Notre Dame, Belmont, CA (1985)

Research Associate, College of Notre Dame, Belmont, CA (1984)

Principal Investigator, Fulbright Scholar, Bandung, West Java, Indonesia (1980-1981)

Professional and Community Organizations:

American Anthropological Association

Society for Social Studies of Science

European Association for Studies of Society and Technology

North American Association for Computational Social and Organizational Science

Society for Risk Analysis

Interuniversity Seminar on Armed Forces and Society

Society for Environmental Toxicology and Chemistry

Royal Society for Arts and Manufactures - U.K.



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Honors and Awards:

Sandia National Laboratories – various achievement awards (1992-2003)
SBA Woman Business Advocate of the Year (1989)
Outstanding Faculty Award, University of Phoenix (1988)
Fulbright Scholar (1980-1981)
Cornell Southeast Asia Program Fellowship (1978-1982)
Foreign Language and Area Studies Award, US government (1976-1979)

Language Skills:

Indonesian (Bahasa Indonesia): excellent speaking, oral comprehension, moderate reading and writing
Sundanese (West Javanese): minimal speaking, reading, and oral comprehension
French: moderate reading, minimal oral comprehension

Multi-Media Presentations:

1. Glicken, J. (script and composition) 1993. Video *Environmentally Conscious Manufacturing, Institute* produced by Sandia National Laboratories for Riotech 10:30 min.
2. Glicken, J. (script and composition) 1992. Video *The Eye of the Storm*, produced by Sandia National Laboratories for US Department of Energy, Office of Foreign Intelligence 9:55 min.
3. Glicken, J. (script and composition) 1992. Video *Intelligence Opportunities: New Strategies for a New World*, produced by Sandia National Laboratories for US Department of Energy, Office of Foreign Intelligence 10:30 min.

Publications and Presentations [selected]:

1. **Turnley, Jessica Glicken.** 2011. "Assessing the 'Goodness' of Computational Social Models" in Challenges in Computational Social Modeling and Simulation for National Security Decision-Making. (Report No. ASCO 2011 002): 241-254 Paper prepared for the Defense Threat Reduction Agency, Advanced Systems and Concepts Office, U.S. Department of Defense, Washington, D.C .
2. **Turnley J.G.** (submitted for publication) The sacred and the profane at a nuclear weapons laboratory: Thinking about classified materials and spaces. Submitted to Human Organization. Submitted Nov 2008.
3. **Turnley, J. G.** and A. Perls. 2008. What is a computational social model anyway?: A Discussion of Definitions, a Consideration of Challenges, and an Explication of Process. (Report No. ASCO 2008-009) Paper prepared for the Defense Threat Reduction Agency, Advanced Systems and Concepts Office, U.S. Department of Defense, Washington, D.C.
4. **Turnley, J. G** 2008. Retaining a Precarious Value as Special Operations Go Mainstream. (JSOU Report 08-2), Joint Special Operations University, U.S. Special Operations Command, Hurlburt Field, FL
5. J.Y. Tsao, D.W. Boyack, M.E.Coltrin, **J. G. Turnley**, W. B. Gauster, 2007. "Galileo's stream: A framework for understanding knowledge production" in Research Policy 37 (2008) 330-352
6. Friedland, L., Shaeff, G.W., **Turnley, J. G.** 2007. Socio-Cultural Perspectives: A New Intelligence Paradigm. Report on the conference at The MITRE Corporation MITRE



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- Technical Report MTR070244, McLean, Virginia, September 12, 2006. MITRE Document Number 07-1220
7. **Turnley, J. G.** 2006. Implications for Network-Centric Warfare. JSOU Report (JSOU Report 06-3), Joint Special Operations University, Hurlburt Field, FL.
 8. **Turnley, J. G.** 2005. The sacred and the profane at a nuclear weapons laboratory: *Thinking about classified materials and spaces* presented at the American Anthropological Association Annual Meeting, Washington, DC; submitted for publication 2006
 9. Spulak, R. G., Jr., **Turnley, J. G.** 2005. Theoretical Perspectives of Terrorist Enemies as Networks. JSOU Report (JSOU Report 05-3), Joint Special Operations University, Hurlburt Field, FL.
 10. Trucano, T., McNamara, L., **Turnley, J.G.**, Whitley, J., Chew, P. 2005. Skunk Works as a Metaphor for Organizational Design in the Intelligence Community: A Thinking Paper. Sandia Report (SAND2005-3593), Sandia National Laboratories, Albuquerque, N.M.
 11. Fairbrother, A., and **Turnley, J. G.** 2005. Predicting risks of uncharacteristic wildfires: application of the risk assessment process. *Forest Ecology & Management* (in press).
 12. McNamara, L., Chermak, J., Cockerill, K., Jarratt, J., Kelly, S., Kobos, P., Malczynski, L., Newman, G., Pallachula, K., Passell, H., Tidwell, V.C., **Turnley, J.G.**, Waanders, P.V.B. 2004. Modeling the Transfer of Land and Water from Agricultural to Urban Uses in the Middle Rio Grande Basin, New Mexico. Sandia Report (SAND2004-5218), Sandia National Laboratories, Albuquerque, NM.
 13. Whitley, J., Moore, J., Gerdes, D., Oborotova, M., **Turnley, J.G.** 2004. NorthAm Fest: Fostering a North American Continent Approach to Countering Terrorism. Sandia Report (SAND2004-6221), Sandia National Laboratories, Albuquerque, NM.
 14. Berry, N., T. Ko, T. Moy, J. Smrcka, **J. Turnley**, and B. Wu. 2004. Emergent Clique Formation in Terrorist Recruitment presented at the American Association for Artificial Intelligence, Agent Organizations Workshop-04 San Jose, CA
 15. Berry, N., T. Ko, M. Lee, T. Moy, M. Pickett, J. Smrcka, **J. Turnley**, and B. Wu. 2003. Computational Social Dynamic Modeling of Group Recruitment. Sandia Report (SAND2003-8754), Sandia National Laboratories, Albuquerque, NM.
 16. **Turnley, J. Glicken.** 2003 Talking Across Boundaries: Cross-disciplinary Issues in an Emergent Field presented at North American Association for Computational Social and Organizational Science Annual Meeting Pittsburgh, PA
 17. **Turnley, J. Glicken.** 2003 Discussant: War and Terrorism presented at The 2nd Lake Arrowhead Conference on Human Complex Systems Lake Arrowhead, CA March 19-23, 2003 sponsored by UCLA Center for Human Complex Systems
 18. **Turnley, J. Glicken.** 2002 Social, Cultural, and Economic Impact Assessments presented at Society for Environmental Toxicology and Chemistry Annual Meeting Salt Lake City, UT
 19. **Turnley, J. Glicken.** 2002 Risk Communication: Descriptive or Prescriptive Definitions of Risk and Their Implications for Public Involvement presented at Society for Environmental Toxicology and Chemistry Annual Meeting Salt Lake City, UT



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20. **Turnley, J. Glicken.** 2001 "Getting stakeholder participation 'right': a discussion of participatory processes and possible pitfalls" in *Environmental Science & Policy* 3 (2000): 305-310
21. **Turnley, J. Glicken.** 2001 Promoting the Wellness Model of Elderly Health Care through Technology and Social Support presented at Society of Women Engineers Annual Meeting Denver, CO
22. **Turnley, J. Glicken.** 2000 Ecological Risk Assessments as Social Constructs presented at Society for Risk Analysis Annual Meeting Washington, DC
23. **Glicken, J.** 1999 From Laboratory Life to the Production Floor: Introducing Manufacturing Process into an R&D Organization presented at Society for the Social Study of Science Annual Meeting San Diego, CA
24. **Glicken, J.** (1999) "Effective Public Involvement in Public Decisions" in *Science Communication* Vol.20 No.3, March 1999:298-327
25. **Glicken, J.** and A. Fairbrother 1998 "Environment and Social Values" in *Human and Ecological Resources* vol.4, No.4 :779-786
26. **Glicken, J.** 1998 Communicating Science: Incorporating the Output of Ecological Risk Assessments into Environmental Decision-making presented at Society of Environmental Toxicology and Chemistry 18th Annual Meeting Charlotte, NC
27. **Glicken, J.** 1998 Changing Players in Environmental Decision-Making: from Geopolitics to Eco-politics presented at Society of Environmental Toxicology and Chemistry Special Session Seattle, WA
28. **Glicken, J.** 1997 The Risk Society: Changing Definitions of Risk and their Impact on Social Mechanisms for Risk Management presented at American Anthropological Association 96th Annual Meeting, Washington, DC
29. **Glicken, J.** 1997 Risk Management: What, Who, and Why. . . presented at Risk Management for Critical Infrastructures, a conference sponsored by Sandia National Laboratories Albuquerque, NM
30. **Glicken, J.** 1996 Incorporating Stakeholders Into Risk Assessments: Processes and Tools to Effectively Address Social Concerns presented at Society of Environmental Toxicology and Chemistry 17th Annual Meeting Washington, DC
31. **Glicken, J.** 1996 Establishing Effective Dialogues with Interested Parties: Process for Reviewing Draft Ecological Risk Assessment Guidelines for Chemical Exposures. Report prepared for Office of Environmental Health Hazard Assessment, the California Environmental Protection Agency, State of California. September 25, 1996. ep&t document no. 96-0034.
32. **Glicken, J.** 1996 Stakeholder Mapping and Environmental Risk Assessment: Developing Socially Appropriate Solutions to Environmental Problems Poster Session American Anthropological Association 95th Annual Meeting San Francisco, CA
33. **Glicken, J.** and D. Engi 1996 Methodologies for Defining 'Quality of Life' presented at European Association for the Study of Science and Technology/Society for Social Studies of Science joint meeting Bielefeld, Germany
34. **Glicken, J.** and R. Lizut 1996. "Technology Assessment Criteria" In *Comparing Energy Technologies* International Energy Agency Paris, France.



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35. **Glicken, J.** 1995. Soliciting Customer Involvement: The Vital Issues Process as a Quality Tool Presentation at the Central Intelligence Agency's Quality Day Forum, Langley, VA.
36. **Glicken, J.** 1995 Soliciting Stakeholder Input: Structured Methodologies for Eliciting and Analyzing Information from Stakeholders, presented at Case Studies in Ecotoxicological Risk Assessments, Irvine, CA, sponsored by Cal/EPA and UC Extension.
37. **Glicken, J.** 1995. Public Participation: A Plan for Action. Office of National Security and Nonproliferation, US Department of Energy, Washington, DC (internal document).
38. **Glicken, J.** 1995. The Merits of Conducting an International Exchange on Nuclear Surety Topics Among the Five Acknowledged Nuclear Weapons States. Internal document, Sandia National Laboratories, Albuquerque, NM (customer sensitive material).
39. **Glicken, J.** 1995. Introduction to conference proceedings, Setting Research Priorities: Future Scenarios for the R&D Portfolio, sponsored by US Department of Energy, Office of Science and Technology Policy, and Sandia National Laboratories, Washington, DC.
40. Fairbrother, A., L. A. Kapustka, B. A. Williams, and **Glicken, J.** 1995. Risk assessment in practice: success and failure. *Human and Ecological Risk Assessment* 1: 367-375.
41. Engi, D. and **Glicken, J.** 1995. The Vital Issues Process: Strategic Planning for a Changing World. Sandia Report (SAND95-0845), Sandia National Laboratories, Albuquerque, NM.
42. **Glicken, J.** 1994. Understanding Foreign Research and Development Investment Decisions. In conference proceedings, Understanding Foreign Research and Development Investment Decisions, sponsored by US Department of Energy, Office of Energy Research, and Sandia National Laboratories, Washington, DC.
43. **Glicken, J.** 1994. Defining a Focus for the Development of Decision Analysis Tools: The Vital Issues Process Demand-Activated Manufacturing Architecture project, American Textile Partnership – US Dept. of Energy collaboration (AMTEX) (customer-sensitive material).
44. **Glicken, J.** and T. Drennen. 1994. The US Uranium Industry: Regulatory and Policy Impediments Prepared for the Enrichment Oversight and Uranium Revitalization Division, Office of Nuclear Energy, US Department of Energy, Washington, DC.
45. **Glicken, J.** 1993. A Response to §1014(b) of the Energy Policy Act of 1992 Office of Nuclear Energy, US Department of Energy, Washington, DC.
46. **Glicken, J.** 1993. Vital Issues Panel on the Consequences of an Accident at a Civil Nuclear Power Plant. Prepared for Office of Foreign Intelligence, US Department of Energy, Washington, DC.
47. **Glicken, J.** 1993. A Self-Assessment, Office of Intelligence, US Department of Energy, Washington, DC.
48. **Glicken, J.** and D. Engi. 1992. A Qualitative Architecture for Understanding Policy Responses to Strategic Issues. Presented at American Anthropological Association annual meeting, San Francisco, CA..
49. **Glicken, J.** 1992. Market Hub Technology in the Domestic Natural Gas Distribution System: A Panel Discussion. Sandia Report (SAND92-1898), Sandia National Laboratories, Albuquerque, NM.



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50. **Glicken, J.** 1992. Effects of Soviet Political Fragmentation on the Energy Infrastructure. Sandia Report (DRAFT) (SAND92-0712), Sandia National Laboratories, Albuquerque, NM.
51. **Glicken, J.** 1992. Program Plan Office of Foreign Intelligence, US Department of Energy, Washington, DC.
52. **Glicken, J.** and D. Engi. 1992. Identifying Vital Issues: New Intelligence Strategies for a New World, Volume 2: Critical Topics, US Department of Energy, Office of Foreign Intelligence, Washington, DC.
53. **Glicken, J.** and D. Engi. 1992. Identifying Vital Issues: New Intelligence Strategies for a New World, Volume 1: Vital Issues, US Department of Energy, Office of Foreign Intelligence.
54. **Glicken, J.** 1992. Making Invention Pay: Describing Your Idea Effectively Presented at National Innovation Workshop, Southwest Region, Albuquerque, NM, sponsored by US Department of Energy.
55. **Glicken, J.** 1992. A Final Checklist: Are you ready to be an entrepreneur? Presented at Curbstone Conference, Albuquerque, NM, sponsored by Greater Albuquerque Chamber of Commerce.
56. **Glicken, J.** 1989. Technology Transfer in New Mexico: Sub-Cultural Conflicts. Presented at Society for Applied Anthropology annual meeting, Santa Fe, NM.
57. **Glicken, J.** 1988-1990. Marketing overview, Marketing a professional practice, Five secrets of free publicity, Developing a (useful) business plan, and Owning your own business: Developing a Can-do attitude. Presentations given for New Mexico business community under various sponsorships including Chambers of Commerce, WESST corp, the New Mexico Entrepreneurs Association, the US Small Business Administration (SBA), and others.
58. **Glicken, J.** 1987. Sundanese Islam and the value of hormat: control, obedience and social location in West Java. In Indonesian Religions in Transition, Kipp and Rodgers, eds. Univ. of Arizona Press.
59. **Glicken, J.** 1982. What's going on in the classroom? An ethnology of education from Bandung, West Java Presented at Association for Asian Studies, 34th Annual Meeting, Chicago, IL.
60. **Glicken, J.** 1981. Education: Development and a myth of nationality. Presented at Indonesian Summer Studies Institute, Athens, OH.

Books & Chapters:

- Roco, Mihail C. et al., eds. 2003. *Converging Technologies for Improving Human Performance, Nanotechnology, Biotechnology, Information Technology and Cognitive Science*. ISBN 1-4020-1254-3 (The Netherlands: Kluwer Academic Publishers)
- Turnley, J. Glicken** and Yonas, G., authors. *Section B: Visionary Projects: Socio-tech: The Predictive Science Of Societal Behavior*



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- Pastenbach, Dennis, ed., 2002. *Health and Ecological Risk Assessment: Theory and Practice*. ISBN 0-471-14747-8 (New York: John Wiley & Sons, Inc.) **Turnley, Jessica Glicken**, author. *Chapter 26: Risk Assessment in Its Social Context*
- Stahl, Ralph G. et al., eds. 2001. *Ecological Risk Management: A Framework for and Approaches to Ecological Risk-based Decision-making*. ISBN 1-880611-26-0 (Society for Environmental Chemistry and Toxicology) **Turnley, Jessica Glicken**, author. *Chapter 1: Introduction and Background to the Development of a Framework for Ecological Risk Management*
- Stahl, Ralph G. et al., eds. 2001. *Ecological Risk Management: A Framework for and Approaches to Ecological Risk-based Decision-making*. ISBN 1-880611-26-0 (Society for Environmental Chemistry and Toxicology,) **Turnley, Jessica Glicken**, author. *Chapter 3: Stakeholders and the Ecological Risk Management Process*
- Stahl, Ralph G. et al., eds. 2001. *Ecological Risk Management: A Framework for and Approaches to Ecological Risk-based Decision-making*. ISBN 1-880611-26-0 (Society for Environmental Chemistry and Toxicology). **Turnley, Jessica Glicken**, author. *Chapter 15: Summary, Conclusions, and Recommendations*
- UNEP International Environmental Technology Centre. 1996. Environmental Risk Assessment for Sustainable Cities. Technical Publication Series [3]. ISBN 92-807-1505-4. Osaka, Japan. [authors: L. A. Kapustka, A. Fairbrother, B. A. Williams, **J. Glicken**, and R. S. Bennett]

Workshops and Courses [Selected]:

- 1998 *Communicating Science: Tools for Effective Communication between Scientists and Lay Audiences* Short course presented at Society of Environmental Toxicology and Chemistry 18th Annual Meeting Charlotte, NC
- 1997 *The Science and Technology of Environmental Security in Drylands*. Helped develop and facilitate an international conference sponsored by Sandia National Laboratories, the United Nations Environment Programme, and the City of Albuquerque Albuquerque, NM
- 1995 *Setting Research Priorities: Future Scenarios for the R&D Portfolio*. An international conference convened and moderated by J. Glicken, sponsored by US Department of Energy, Policy Office (Washington, DC) and Sandia National Laboratories. Albuquerque, NM.
- 1994 *Understanding Foreign Research and Development Decisions* an international conference convened and moderated by J. Glicken, sponsored by US Department of Energy, Office of Energy Research (Washington, DC) and Sandia National Laboratories. Albuquerque, NM.
- 1990-1991 *The Personal Side of Business* workshop series developed and presented by J. Glicken and C. Yahne, sponsored by WESST Corp. Albuquerque, NM.