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Mark is a Senior Systems Scientist at the IT Services Qualification Center at Carnegie Mellon University, where he works on best practices for sourcing of IT-enabled services. From 1987 to 2002, Mark was with the Software Engineering Institute at Carnegie Mellon, where he led the work on the Capability Maturity Model for Software. Mark's personal research interests revolve around empirical methods, high maturity practices, statistical thinking, and agile methods.



Mark received his PhD in industrial engineering from the University of Pittsburgh, his MS in computer science from Vanderbilt University, and his BS in mathematics and computer science from the University of Alabama in Huntsville. He is a Senior Member of the IEEE, a Senior Member of the ASQ, and an ASQ Certified Software Quality Engineer.

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