



Mannat Kaur, PhD

Academic Career

- March 2025 **PostDoc Researcher**, *Internet Architecture (INET) group*, Max-Planck-Institut für Informatik
- Today Study the human factors of internet operations through a sociotechnical-feminist lens.
Department Head: **Prof. Anja Feldmann, Ph.D**
- April 2024 **Freelance Consultant**, Mannat Kaur Consulting
- Feb 2025 Consulted on research projects, adding a social and qualitative perspective.
- April 2023 **Researcher**, *ICT section, Department of Engineering Systems and Services (ESS)*, Faculty of
- April 2024 Technology, Policy and Management (TPM), TU Delft, NL
Focused on the role of people in the operations and maintenance of cloud infrastructure in universities.
- Sept 2018 **Ph.D. Human Factors in System Operations**, *ICT section, Department of Engineering Systems
- Dec 2022 and Services (ESS)*, Faculty of Technology, Policy and Management (TPM), TU Delft, NL
Thesis: Towards Safe and Just Work Environments for System Administrators: A Qualitative Sociotechnical Investigation into System Administration
This PhD thesis encompasses a comprehensive systematization of human factors literature in the computer security domain, an in-depth interview investigation of coordination during the COVID-19 lockdown and a focus group study centering the gendered experiences of system administrators. It culminates in a set of recommendations for moving toward safe and equitable work environments for system administrators.
Supervisor: **dr.-Ing. Tobias Fiebig**
Promoter: **Prof.dr.ir. Marijn (F.W.H.A.) Janssen**
- Sept 2014 **M.Sc. Aerospace Engineering, Specialized in Control & Operations**, *TU Delft, NL*, 8.0
- Feb 2017 Thesis: Causes, Identification & Repair of loss of Common Ground in coordination in Air Traffic Management
Mathematical modelling & simulation of an aviation accident using agent-based frameworks to better understand how people coordinate with each other and technology, how this coordination breaks down and how it is repaired. A variability analysis shows the ineffectiveness of the “human error” perspective.
Supervisor: **Dr. Alexei Sharpans'kykh** | *Final thesis grade: 9.0*
Chair: **Prof.dr.ir. Henk (A.P.) Blom**
- Sept 2010 **B.E. Mechanical Engineering**, *RITM, VTU, Bangalore, IN*, 76.4% (*1st Class with Distinction*)
- July 2014 Final project focused on building a quad rotor aircraft copter and analyzing its performance characteristics.

Publications

- Oct 2025 **S. Munot, T. Fiebig, M. Kaur**, “You just wanna sign on the dotted line and hope for the best”: *Navigating the Cloudscapes of Higher Education*, Computer Supported Cooperative Work, (2025)
- Sep 2024 **M. Kaur, A. Sharpanskykh**, *Common Ground in Coordination: The Case of the 1977 Tenerife Runway Collision*, Pre-print (2024)
- Oct 2023 🏆 **M. Kaur, H. Sri Ramulu, Y. Acar, T. Fiebig**, “Oh yes! over-preparing for meetings is my jam :)”: *The Gendered Experiences of System Administrators*, ACM HCI 7, Computer Supported Cooperative Work CSCW1, Article 141 (2023)
>Awarded recognition for contribution to Diversity and Inclusion<
- Nov 2022 **M. Kaur, S. Parkin, M. Janssen, T. Fiebig**, “I needed to solve their overwhelmness”: *How System Administration Work was Affected by COVID-19*, ACM HCI 6, Computer Supported Cooperative Work CSCW2, Article 390 (2022)



Mannat Kaur – Google Scholar

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- Mar 2021 **M. Kaur, M. van Eeten, M. Janssen, K. Borgolte, T. Fiebig**, *Human Factors in Security Research: Lessons Learned from 2008-2018*, Pre-print (2021)
- Feb 2019 **M. Kaur, R. J. De Boer, A. Oates, J. Rafferty, S. Dekker**, *Restorative Just Culture: A Study of the Practical and Economic Effects of Implementing Restorative Justice in an NHS Trust*, MATEC Web of Conferences 273, 01007 (2019)
- Jun 2014 **S. Hussain, A. Puttabakula, M. Kaur, B. S. Raju**, *Optimization of a Quad Rotor Aircraft for a Stable Flight*, Journal on Science Engineering & Technology JSET, Vol. 1, No. 2 (2014)

Conferences, Workshops and Speaking

- June 2025 **Lecture**, *Saarland Informatics Campus (SIC) Lecture*, Human aspects of running digital systems
- Feb 2024 **Guest lecture**, *Seminar "On the practice of System and Network Engineering"*
- 2020 - 2025 **Reviewer**, CHI 2025, CSCW 2025, CHI 2023, GIQ 2023, CSCW 2023, CSCW 2022, ETIN 2020
- Q3 2024 **Resident**, *The Digital Everyday*, 3-month online course about feminist inspection of technology
- Oct 2024 **Attendee**, *Cyberwitches and Feminist Technologies*, Virtual seminar series
- Nov 2023 **Speaker**, *RIPE 87*, Rome, IT
- Oct 2023 **Attendee**, *CSCW Workshop: a toolbox of feminist wonder*, Minneapolis, US, Virtual
- Oct 2023 **Speaker**, *ACM CSCW*, Minneapolis, US, Virtual
- Sept 2023 **Attendee**, *Manifestations: Full Stack Feminism*, Brighton and Hove, UK
- July 2023 **Attendee**, *IEEE STAST: Workshop on Socio-Technical Aspects in Security*, Delft, NL
- May 2023 **Attendee**, *RIPE 86*, Rotterdam, NL
- Nov 2022 **PC member**, *STaR-IoT: Workshop on Socio-technical Cybersecurity and Resilience in the IoT*
- Nov 2022 **Speaker**, *ACM CSCW*, Virtual
- Sept 2019 **Attendee**, *Summer School: Human-Centered Systems Security*, NERD.NRW, Aachen, DE
- Mar 2019 **Attendee**, *Winter School: Quantified Computer Security*, University of Innsbruck, AT
- Nov 2018 **Speaker**, *International Cross-industry Safety Conference (ICSC)*, Amsterdam, NL
- Oct 2018 **Attendee**, *RIPE 77*, Amsterdam, NL

Blog Articles

- Oct 2023 **"Oh yes! over-preparing for meetings is my jam :)"**, *Published on Medium*
- Jan 2023 **The gendered experiences of non-cisadmen***, *Published on APNIC Blog*
- Nov 2022 **System administration work during the COVID-19 lockdown**, *Published on APNIC Blog*

Industry Experience

- Jan - Sept 2018 **Safety Consultant**, *Art of Work*, Delft, NL
Performed Safety-II benchmarking for organizations that intend to change & improve their safety culture. Assessed the practical & economic effects of restorative justice practices in the healthcare context.
- Jun - Sept 2017 **Logistics & Communications Assistant**, *Central International Office*, TU Delft, NL
Catering, logistics, scheduling & interaction with incoming 2400 international students on social platforms.
- Fall 2016 **Head Coach**, *Introduction Programme*, TU Delft, NL
- Fall 2015 **Intern**, *Bell Helicopter Supply Center (BHSC)*, Amsterdam, NL
- 2015 - 2017 **Editor**, *Leonardo Times*, 'VSV' Leonardo da Vinci, TU Delft, NL
- 2013, 2014 **Intern**, *Hindustan Aeronautics Limited (HAL)*, *National Aerospace Laboratories (NAL)*, IN

Languages

English	First language, C2	Hindi	Native speaker
Dutch	Working proficiency, B2	Panjabi	Mother tongue



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