Theresa A. Pardo

EDUCATION

UNIVERSITY AT ALBANY - STATE UNIVERSITY OF NEW YORK
Ph.D. Information Science, 1998
Rockefeller College of Public Affairs & Policy
Dissertation: *Reducing the Risks in Innovative Uses of Information Technology in the Public Sector: A Multidisciplinary Model*

Master of Science Educational Administration, 1990
School of Education
Concentration: Higher, Adult, and Continuing Education

Bachelor of Arts Political Science, 1982
Minors: Computer Science; Business

- Professional Development: SUNY Higher Education Executive Leadership Academy, June, 2016

PROFESSIONAL EXPERIENCE

UNIVERSITY AT ALBANY - STATE UNIVERSITY OF NEW YORK

Associate Vice President for Research, April 1, 2021-present

Appointed April 2021 to oversee and enable UAlbany's Institutes, Centers and Specialized Laboratories (ICLs) – including leading and supporting strategic initiatives to stand-up new ICLs and oversee ICL programs and operations – to align with and support the research excellence priorities in the University's Strategic Plan. This includes working with key on-campus and external stakeholders to design and implement governance structures and governing policies for all campus ICLs and working with University leadership on policies related to the research carried out by, and the operations and accountability of, the ICLs. Responsibilities include developing and executing a research data management strategy for the University, designing a roadmap to ensure appropriate stewardship to maximize use of research data in extramural funding pursuits, and strategizing with the ICLs to grow their research portfolios.

Special Assistant to the President, 2020-Present

Appointed April 2020 to direct a campus-wide interdisciplinary project commissioned by NYS's Governor Andrew Cuomo to the University at Albany's President Havidán Rodríguez. Project Title: *Differential Impacts of COVID-19: Understanding and Eliminating Minority Health Disparities in NYS.* Led the formation of a 35+ member interdisciplinary research and collaboration ecosystem focused on minority health disparities in NYS. Enabled the development of a series of partnerships resulting in new research collaborations and knowledge sharing activities.

Center for Technology in Government (CTG UAlbany)
- Senior Fellow, May 2021-present
- Director, 2009- April 2021
  - Established the Center as a global leader in digital government and public sector information technology innovation research and practice. Advanced CTG's model of multi-sector, multi-disciplinary teams from the U.S. and around the world to carry out applied research and problem-solving projects focused on digital transformation, service innovation and value creation in the public sector.
  - CTG's current research portfolio of $3.2 million includes projects funded by the National Science Foundation, the US Institute for Museum and Library Services, the United Nations

Department of Public Institutions and Digital Government, among numerous other public and private sponsors.
- Deputy Director, 2002-2009
- Project Director, 1998-2002
- Project Coordinator, 1994-1998

Faculty Appointments

Rockefeller College of Public Affairs and Policy, Public Administration and Policy
- Full Research Professor, 2016-present
- Research Associate Professor, 2007-2016
- Research Assistant Professor, 2001-2007

Co-founding member of the Information Strategy & Management Graduate Concentration - ranked No. 4 in U.S. (2019) by U.S. News and World Report

College of Emergency Preparedness, Homeland Security and Cybersecurity
- Information Science Doctoral Program, Affiliate Faculty Member, 2004-present

SIENA COLLEGE
- Director of Academic Computing Services, 1990-1994

UNION COLLEGE
- Assistant Director for Academic Computing, 1989-1990
- Coordinator of Academic Computing Services, 1985-1989
- Technical Information Analyst, 1982-1985

AWARDS AND RECOGNITION

- 2020, 2016, 2014, 2009. Identified as one of top cited authors in the field of Digital Government according to published academic bibliometric analyses.
  - Scholl, H. J. (2020). Digital Government: Looking Back and Ahead on a Fascinating Domain of Research and Practice. *Digital Government: Research and Practice*, *1*(1), 7:1–7:12.
  - Scholl, H. J. (2016). Making Sense of Indices and Impact Numbers: Establishing Leading EGOV Scholars' "Signatures." *Electronic Government*, 3–18.
  - *Scholl, J. (2014) The EGOV Research Community: An Update on Where We Stand, IFIP eGov, Dublin, Ireland.*
  - Scholl, H. J. (2009). Profiling the EG Research Community and its Core. In M. A. Wimmer, H. J. Scholl, M. Janssen, & R. Traunmüller (Eds.), *Electronic Government: 8th International Conference (EGOV 2009)* (Vol. 5693, pp. 1–12). Springer Verlag.
- 2019. Elected a Fellow to the National Academy of Public Administration.
- 2019. Distinguished Service Award, Digital Government Society (DGS).
- 2019 and 2018. Named to Apolitical's list of the World's 100 Most Influential People in Digital Government. CTG was one of only two organizations globally with two individuals from a single organization named to the list. Dr. J. Ramon Gil-Garcia, Research Director, CTG, was also named to this list in 2018 and 2019.
- 2018. NY Public Innovators Award, City & State Magazine.
- 2016. Distinguished Alumni Award, University at Albany, State University of New York.
- 2015. Selected as a *Top 25 Doers, Drivers, and Dreamers* by Government Technology Magazine. This award recognizes the top 25 innovators in public sector information technology innovation from across the U.S.

- 2014. Distinguished Service Award, Rockefeller College of Public Affairs & Policy, University at Albany, State University of New York.
- 2008. Excellence in Teaching Award, University at Albany, State University of New York.

Journal Paper Awards
- John Wiley Best JASIST Journal Paper of the Year Award, 2008, *Journal of the American Society for Information Science and Technology.*
  - Harrison, T., Gil-García, J. R., Pardo, T. A. & Thompson, F. (2007). Geographic Information Technologies, Structuration Theory, and the World Trade Center Attack.

Conference Paper Awards and Nominations
- Best Research Paper Award Nomination, 12th International Conference on Theory and Practice of Electronic Governance (ICEGOV), 2019.
  - Cesar, J. Ramon Gil-Garcia and Theresa A. Pardo. (2019). Toward an Enabler-Based Digital Government Maturity Framework: A Preliminary Proposal Based on Theories of Change.
- Best Innovations in Practice Paper Award Nomination, 9th International Conference on Theory and Practice of Electronic Governance (ICEGOV), 2014.
  - Pardo, T.A., Greenberg, R.L. & Canestraro, D.S. (2015). Combating financial crisis with government transformation: the NYS shared services experience. Proceedings of the 8th International Conference on Electronic Governance Theory and Practice (ICEGOV). Portugal.
- Best Paper for Practice Award, 14th Annual International Conference on Digital Government Research (dg.o)
  - Sayogo, D.S. & Pardo, T.A. (2013). Understanding Smart Data Disclosure Policy Success: The Case of Green Button.
- Best Innovations in Practice Paper Award, 6th International Conference on Theory and Practice of Electronic Governance (ICEGOV)
  - Nam, T., Pardo T. (2012) Transforming City Government: A Case Study of Philly311.
- Best Paper Award, eGovernment Track, Hawaiian Information Conference on System Science (HICSS).
  - Zheng, L., Yang, T., Pardo, T. A., and Jiang, J. (2009). Understanding the boundary in information sharing.
- Best Management, Case Study, or Policy Paper Award, International Digital Government Research Conference, dg.o 2008.
  - Canestraro, D.S., Pardo, T.A., Raup-Kounovsky, A.N., and Taratus, D. (2008). Regional Telecommunication Incident Response: Delivering Public Value through Increased Trust.
- Best Poster Award, International Digital Government Research Conference, dg.o 2007.
  - Cresswell, A., Pardo, T.A., and Burke, G. Brian, Advancing Return on Investment Analysis for Government Information Technology.
- Runner-Up, Best Paper, E-Government Track, 39th Hawaiian International Conference on System Sciences.
  - Gil-García, J. Ramón and Theresa A. Pardo. (2006). Multi-Method Approaches to Digital Government Research: Value Lessons and Implementation Challenges.
- Best Paper Award, Public and Non-Profit, Annual Meeting of the Academy of Management, 2001.
  - Pardo, T. A., Cresswell, A. M., Zhang, J., & Thompson, F. (2001). Interorganizational Knowledge Sharing in Public Sector Innovations.

GRANTS AND CONTRACTS

$120,000	United Arab Emirates, Telecommunications Regulatory Authority, *Assessing the Digital Government Maturity of the Ten Ministries and Authorities of the United Arab Emirates,* 2020.
$40,000	United Nations, Department of Economic and Social Affairs, Division of Public Institutions and Digital Government, *Developing a Public Service Transformation Capability Assessment Tool and Workshop,* 2020.
$50,000	*SUNY Technology Accelerator Fund,* Community Asset Tracker - City of Syracuse Testbed Partner, 2019-2020.
$4,000	University at Albany, Faculty Research Awards Program, *Expanding Enabling Smart, Inclusive and Connected Communities: The Role of Public Libraries*, 2019-2020.
$45,000	Center for Internet Security, *Developing a Cybersecurity Governance Framework for Governors*: *A Guidance Document*, 2019.
$18,569	Adirondack Health Institute, *Creating a Blueprint for a Regional Response to the Opioid Crisis*, 2019
$10,000	Iowa State Association of Counties, *Strategic Planning Workshop - Data-Powered Transformation: Tapping into Government's Most Valuable Resource"*, 2019.
$190,000	NYS Department of State/City of Schenectady, *State-Wide Urban Blight Shared Regional Information Resource,* 2018-2020.
$255,000	NYS Board of Elections, *Voter Registration Data and Anomaly Detection Demonstration Prototype Project,* 2018-2019.
$1,405,567	NYS Department of Environmental Cooperation, *Developing a Prototype Water Resources Management Analytics Program*, 2018-2019.
$66, 249	NYS Thruway Authority, *Identifying Critical Considerations for Autonomous and Connected Vehicles in New York State*, 2018-2019.
$209,288	NYS Office of Information Technology Services, *Developing a NYS Data Strategy and Roadmap*, 2017-2019.
$456,394	Institute for Museum and Library Services, *Enabling Smart Inclusive and Connected Communities, the Role of Public Libraries,* 2018-2020.
$115,378	Richard Kerby, LLC, *Assessing the Digital Readiness of the Seven Emirates of the UAE,* 2018.
$163,638	NYS Office of Children and Family Services, *Comprehensive Child Welfare Information Systems Decision Analysis*, 2017-2018.
112,000	NYS Office of Health Insurance Programs, *Creating a Strategic Plan and a Planning Process for OHIP's Division of Systems*. 2017-2018.
$410,917	NYS Department of State, *Local Government Efficiency Program, Shared Code Enforcement Information Resource Pilot Projec*t, 2015-2018.
$22,246	Microsoft Egypt, Train the Trainer, CTG Leadership Institute, 2015.
$21,457	Microsoft Egypt, Two Day Workshop, CTG Leadership Institute, 2015.
$93,641	World Bank. Open Data Stakeholder Engagement Forum and Workshop for Nigeria, 2014.
$7,000	NYS Office of the State Comptroller, *Developing an Open Data Portfolio*, 2014.
$7,800	State University of New York, *SUNY's Cradle to Career Annual Convening; Building a Data Sharing and Analysis Strategy*, 2014.
$2,356	University at Albany, Faculty Research Awards Program Competition, *Data and Citizen Co-production: Do government-sponsored initiatives matter.* 2014.
$25,707	Center for International Development via the Center for International Development, Kenya, *Sharing Asset and Liability Information in Kenya: Recommendations for Building the Necessary Capability,* 2014.
$19,898	Metropolitan Transit Authority. *Public Value Framework Executive Development,* 2013.
$99,713	Institute of Museum and Library Services, 2013 Laura Bush 21st Century Librarian Program Grant, *The Role of Public Libraries in Improving Local Open Government Ecosystems,* Project Director. Grant Period 2012-2013.

$54,999	City of Binghamton Municipal Funds, *Becoming a Smarter City: A Roadmap to Binghamton's Future,* Project Director, Grant Period 2012-2013.
$80,269	National Science Foundation – Big Data Science and Engineering, *Information Sharing and Coordination Challenges in Financial Market Regulation: A research agenda setting workshop,* Principal Investigator. Grant Period 2012-2013.
$799,624	National Science Foundation CPATH Program: *Learning Computational Thinking in Context: Using Problems and Cases in Financial Market Regulation,* Co-Principal Investigator.
$710,000	National Science Foundation, *INTEROP: Building Information Sharing Networks to Support Consumer Choice (I-Choose),* Principal Investigator, Grant Period 2010-2013.
$100,025	SAP Labs LLC, *Open Government: Improving the Lives of Citizens in an Information–centric Policy*, Grant Period 2012.
$295,667	World Bank, *Nigeria: A Consultancy to Develop a Technology Framework for Open Government and Creation of an Innovation Ecosystem by Leveraging Open Government Data*, Grant Period 2012-2013.
$10,600	U.S. Department of State, *Social Media Training Program for the Government of Moldova,* Principal Investigator, Grant Period 2011.
$69,800	Social Science Research Council of Canada, *E-government: a world-wide framework for service integration,* Co-Principal Investigator, Grant Period 2010-2012.
$10,000	United State Patent and Trade Office, *A Workshop on the Future of Patent and Trade Data.*
$46,000	Microsoft Corporation, *Open Government Project*, Grant Period 2010.
$110,000	National Science Foundation, *Creating a Knowledge Foundation for Citizen Services Research Programs in Government*, Principal Investigator, Grant period 2009-2010.
$50,000	National Science Foundation, *Launching a Grand Challenges Conversation on Transformative Research on Information Technology in the Public Sector*, Principal Investigator, Grant period 2009-2010.
$56,811	Microsoft Corporation. *Envisioning Workshop - Trinidad Tobago,* Principal Investigator, 2010.
$3,000	Programa Inter-institucional de Estudios sobre la Región de América del Norte (PIERAN), *Collaboration, Information Sharing, and Interoperability at the North American Borders*. A small grant to organize a workshop involving researchers from three countries, Grant Period 2009.
$13,000	Consejo Nacional de Ciencia y Tecnología (CONACYT), *Full Information Product Pricing (FIPP): ICT Strategies to promote local and regional development*. A grant to conduct field work with coffee producers in Mexico. Project no. 84082, Grant Period 2008-2009.
$9,000	Consejo Nacional de Ciencia y Tecnología (CONACYT). *Working Group Meetings on Intergovernmental and Inter-organizational Digital Government Initiatives in Multi-Jurisdictional Policy Domains: A Comparative and Transnational Research Agenda for North America*. Funding to support the travel costs of the Mexican members for meetings held during 2008. Grant No. I0110/127/08, Grant Period 2008.
$10,000	Microsoft Corporation, Second Interoperability White Paper for Government Leaders.
$7,500	Microsoft Corporation, First Interoperability White Paper for Government Leaders.
$18,000	International Criminal Tribunal for the Former Yugoslavia, Four-day Workshop, *Creating an Action Plan for Preserving the Record of the International Criminal Tribunal for the Former Yugoslavia*, United Nations, The Hague, September 2007.
$17,500	United Nations Division of Peacekeeping Operations, Four-day Workshop, *Records Management Workshop for Field Staff in Peacekeeping Operations*, United Nations Logistics Base, Brindisi, Italy, May 2007.
$75,000	National Science Foundation, *Intergovernmental and Inter-organizational Digital Government Initiatives in Multi-Jurisdictional Policy Domains: A Comparative and Transnational Research Agenda from the Cases of Canada, Mexico and the United States*, Principal Investigator, Grant Period 2007-2009.

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$1,200,000 National Science Foundation, *Modeling the Social and Technical Processes of Interorganizational Information Sharing*, Managing Co-Principal Investigator, Grant period 2003-2012.

$18,876 United Nations, Creating an Action Plan for Preserving the Record of the International Criminal Tribunal for the former Yugoslavia, Principal Investigator, Grant Period 2007.

$17,471 United Nations, *Records Management in UN Peacekeeping Operations*, Principal Investigator, Grant Period 2007.

$17,235 New York State Department of Public Service, *Exploring Regional Telecommunications Incident Response Coordination*, Principal Investigator, Grant Period 2007.

$10,000 United Nations, Archives and Records Management Unit, Three-day Workshop, *Building a Collaborative Framework for Enterprise Content Management*, New York City, May 2006.

$38,000 Bethlehem Police Department, *A Performance Measurement Framework for Balancing Growth and Public Safety*, Principal Investigator, Town of Bethlehem, New York, 2006.

$30,000 United States Department of Agriculture Forestry Service. *Leveraging Investments in the Electronic Commons*. Principal Investigator, 2006.

$250,000 New York State Department of Corrections, *A Cost Benefit Analysis of an Electronic Health Record for the Corrections Community*, Principal Investigator, Grant period 2005-2006.

$310,000 SAP, Developing a Public Sector ROI Model, Co-Principal Investigator, Grant period 2005-2006.

$766,000 Library of Congress, *Library of Congress Partnership for Preservation of State Government Digital Information*, Managing Co-Principal Investigator, Grant period 2004-2006.

$108,000 New York State Department of State, Division of Coastal Resources, Leveraging Key Program Drivers: *A Business Process Analysis of The NYS Department of State Division of Coastal Resource's Five Key Program Drivers,* Principal Investigator, Grant period 2004-2005.

$100,000 National Science Foundation, *Turning to Digital Government in a Crisis—An Assessment of the Governmental Response to the World Trade Center Attack,* Co-Principal Investigator, Grant period 2002-03.

$503,467 U.S. Department of Justice, *Increasing Information Sharing Effectiveness: Guidelines For Assessing and Building Capability in the Criminal Justice Enterprise,* Co-Principal Investigator, Grant period 2002-2004.

$236,791 National Science Foundation*, Developing an Information Technology and Organizational Design Research Agenda for Evaluation and Management of Research Proposals*, Co-Principal Investigator, 2001.

$1,000,000 National Science Foundation, *Knowledge and Distributed Intelligence*, Co-Principal Investigator, Grant period 2000 to 2003.

$381,000 National Historical Publications and Records Commission, *Gateways to the Past, Present, and Future: Practical Guidelines for Secondary Uses of Electronic Records,* Principal Investigator, Grant period 1998- 2000.

$140,000 National Historical Publications and Records Commission, *Models for Action: Developing Practical Approaches to Electronic Records Management and Preservation,* Principal Investigator, Grant period 1996-1998.

KEYNOTES AND INVITED PLENARY TALKS AND PANELS

- Plenary Panel: *Global and regional e-government development*, United Nations Department of Economic and Social Affairs, UN E-Government 2020 Survey Report Launch, Virtual, 2020.
- Keynote Panel: *Managing Technological Challenges*, National Academy of Public Administration, Virtual, 2020.
- Keynote Panel: *Is AI recovering (or further eroding) trust in government institutions?* International Conference on Electronic Governance Theory and Practice, Virtual, 2020.
- Keynote Panel: National Association of Counties, Rural Action Summit, Lake Placid, 2019.
- Keynote Talk: *Innovation in a Complex and Dynamic World*, JIQ 2018, Montreal.

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- Keynote Talk: *Exploring a Cloud Only Strategy, eGovernment Forum*, Bahrain, 2018.
- Plenary Panel: *Creating Public Value in a Dynamic & Complex World*, New York Business Council, Albany, New York, 2018.
- Keynote Talk: *Creating Public Value in a Dynamic & Complex World*, Midwest Public Affairs Conference, Chicago, 2018.
- Keynote Talk: *Creating Value for Citizens through Cross-Boundary Information Sharing*, New York Association of Local Government Records Officers (NYALGRO), Lake Placid, New York, 2018.
- Keynote Talk: Society of International Organizations, International Council of Archivists, New York City, 2018.
- Keynote Talk: *Innovating in a Complex and Dynamic World*, New York State Digital Government Summit, Albany, New York, 2017.
- Keynote Talk: I*nformation and Knowledge Sharing: Critical Capabilities for Building Innovation Capacity*, Taiwan Human Resource Management and Innovation Conference, Research Division Civil Service Development Institute, Directorate-General of Personnel Administration, Executive Yuan, Taiwan, 2016.
- Keynote Panel Chair, *Leading Change: A Conversation among Leading Women in Digital Government Research and Practice*, International Conference on Electronic Governance Theory and Practice, Montevideo, Uruguay, 2016.
- Keynote Talk: *Evidence-based Policy and Sustainable Development: The role of open data*, International Conference on Electronic Governance Theory and Practice, Montevideo, Uruguay, 2016.
- Keynote Talk: *Global Trends in Smart Cities Research and Practice*, Smart Cities Workshop, Hawaiian International Conference System Sciences, 2016.
- Keynote Talk: World Internet Forum, Wuzhen, China, 2015.
- Keynote Talk: Local Government Innovation Conference, New York State Department of State, 2015.
- Keynote Talk: IFIP e-Gov Conference, Thessaloniki, Greece, 2015.
- Plenary Talk: Midwest Legislative Conference, North Dakota, 2015.
- Keynote Talk: CeDEM 2015, Krems, Austria.
- Plenary Panel Moderation: International Conference on Electronic Governance Theory and Practice, Guimares, Portugal 2014.
- Plenary Panel Moderation: 2nd Annual Forum on Data, University at Albany, Albany, New York.
- Keynote Talk: Moscow Urban Forum, 2014.
- Keynote Talk: SUNY's Cradle to Career Alliance Annual Convening, NYC, 2014.
- Panel Talk: *Open Health Data, Open Opportunities*, Rockefeller Institute of Government, 2014.
- Keynote Talk: *Privacy, Big Data, and the Public Good: Frameworks for Engagement* Workshop, NY Academies of Science, NYC, 2014.
- Plenary Panel Moderator, Data Transparency 2013, *Building an Open Data Agenda*, 2014.
- Plenary Panel: *NY Innovates*, NYS Office of Information Technology and Department of Health, 2014.
- Plenary Talk: *The Role of Public Libraries in Enabling Open Government:* A Stakeholder Workshop, Institute of Museum and Library Services (IMLS), Alexandria, Virginia, 2014.
- Keynote Talk: *Building a 21st Century e-Government Strategy: A guide for government leaders,* First International Conference on Electronic Government, Tunisian Management Scientific Society, Tunisia, 2014.
- Featured Speaker, American Society of Public Administration (ASPA) Symposium on Technological Innovation in Government: Toward Open and Smart Government, UMASS Boston, 2014.
- Invited Speaker, *Opening Government Data and Creating Public Value,* Networking and Information Technology Research and Development (NITRD) FASTER Community of Practice, Office of Science and Technology Policy, Executive Office of the President, 2014.
- Keynote Talk: The Social, Economic and Workforce Implications of Big Data Analytics and Decision-Making Workshop, Bentley College, Washington, DC, 2014.

- Plenary Panel: Brookings-McKinsey E-government Roundtable, Brookings Center, Washington, D.C., 2013.
- Keynote Panel: Detecting and Preventing Fraud, Waste and Abuse: A Statewide and National Perspective, Nelson A. Rockefeller Institute of Government, 2013.
- Plenary Panel: World Bank U.S. Study Visit Program for E-Government Leaders of the Russian Federation, Washington, DC, 2013.
- Keynote Talk: Fudan University International E-Governance Symposium, Shanghai, China, 2013.
- Keynote Talk: Data Transparency Conference, Washington, DC, 2013.
- Keynote Talk: Public Sector Forum, Ottawa, Canada, 2013.
- Plenary Panel: World Bank ICT Solutions Day, Washington DC, 2013
- Keynote Talk: Bahrain International e-Government Forum, Bahrain, 2013.
- Invited Talk: Smart Cities Expo World Congress, Barcelona, 2012.
- Plenary Panel: International Open Government Data Committee, Washington DC, World Bank and General Services Administration, 2012.
- Keynote Talk: Major Cities of Europe Conference, Vienna, Austria, 2012.
- Keynote Talk: The Administrative Agency in the Electronic Agency, Princeton University, 2012.
- Keynote Talk: Organisation for Economic Cooperation and Development, Open Government, Mexico City, 2012.
- Workshop and Plenary Panel Moderator: Diplomacy in the Digital Age, New York City, Canadian Consulate, SUNY Global Center, 2011.
- Plenary Panel: Open Government Research and Development Summit, Washington DC, National Information Technology Research and Development, National Archives and Records Administration and the MacArthur Foundation, 2011.
- Plenary Panel: Next Generation Public Service Delivery, Geneva, Switzerland, United Nations and Organisation for Economic Cooperation and Development, 2011.
- Plenary Panel: Workshop on E-government Indicators, *Strengths and Challenges of E-Government Indicator Initiatives*, Paris, France, 2010, Organisation for Economic Cooperation and Development.
- New York State Chief Information Officer/Office for Technology and the New York State Archives, Open Government Digital Summit, *Citizen Expectations for Access in the Digital Age*, March 2010.
- Plenary Panel: Albany Law School, EFOIL: The Freedom of Information Law Meets the Digital Age, *Where Do We Go From Here?* December 2009.
- Plenary Panel: New York State Assembly, Standing Committees on Governmental Operations and Governmental Employees, State Technology Workforce Roundtable, 2009.
- Keynote Talk: Columbia University, *GIS 3.0: Geospatial Intelligence, Social Data, and the Future of Public Health.*
- Keynote Talk: Institute of Public Administration of Canada (IPAC), 2009 National New Professionals Conference, *The Role and Use of Technology in a Modern Public Sector*, October 2009.
- Invited Talk: University at Albany, SUNY, Tackling Technology Together: Best Practices Exchange 2009, *Wicked and Tangled Government Problems: Are You Prepared?* September 2009.
- Plenary Panel: United Nations Department of Economic and Social Affairs (UNDESA), *E-Government and Public Private Partnerships for Better Public Service Delivery and MDGs Implementation*, Geneva, Switzerland, May 2009.
- Invited Talk: National School of Administration, China E-Government Forum, Beijing, China, April 2009.
- Invited Talk and Workshop Leader: National Institute of Environmental Health Sciences Superfund Basic Research Program (SBRP), *Translating SBRP Triumphs into Public Health Progress: Understanding and Implementing Effective Research Translation*, Workshop hosted by the Center for International Earth Science Information Network (CIESIN) at Columbia University, February 2009.
- Keynote Talk: The Shifting Sands of Public Service Delivery: People, Partnerships, and Performance, Institute of Public Administration of Canada, Nova Scotia Chapter, November 2007.
- Keynote Talk: 7th Global Forum on Reinventing Government: Building Trust in Government, Capacity Development Workshop on Managing Knowledge, Vienna, Austria, June 2007.

- Keynote Talk: National School of Administration, China E-Government Forum, Beijing, China, April 2007.
- Invited Talk: Plato Royalty Lecture Service, Evergreen State College, Washington State, April 2006.
- Invited Talk: United Nations University, International Institute for Software Technology (UNI-IIST), March 2006.
- Keynote Talk: National Institute of Public Administration (INA), Portugal, October 2005.
- Keynote Talk: College of Business and Public Administration, University of La Verne, February 2005.
- Symposium Facilitator: National Association of Secretary of States, 2006.
- Symposium Facilitator: National Electronic Commerce Coordinating Committee, 2005.
- Plenary Panel: Select Committee on Technology in Government, Council of the City of New York, 2003.
- Invited Talk: European Union Center, University of Pittsburgh, June 2001.

PUBLICATIONS

PEER REVIEWED JOURNAL ARTICLES

Gil-Garcia, J. Ramon, Mila Gasco-Hernandez, and Theresa A. Pardo. (2020). Beyond Transparency, Participation, and Collaboration? A Reflection on the Dimensions of Open Government. Public Performance and Management Review, 43 (3): 483-502. [United States] [Social Science Citation Index]

Gil-Garcia, J.R., Pardo, T.A., De Tuya, M., (2019) Information Sharing as a Dimension of Smartness: Understanding Benefits and Challenges in Two Megacities, *Urban Affairs Review*.

Gil-Garcia, J.R., Guler, A., Pardo, T.A., Burke, G.B., (2019) Characterizing the importance of clarity of roles and responsibilities in government inter-organizational collaboration and information sharing initiatives, *Government Information Quarterly*.

Park, Sora, J. Ramon Gil-Garcia, Theresa A. Pardo, Megan Sutherland, and Andrew Roepe. (2019). Cross-Boundary Information Sharing in Regulatory Contexts: The Case of Financial Markets. Public Money and Management.

Gil-Garcia, J. Ramon, Sharon S. Dawes, and Theresa A. Pardo. (2018). Digital Government and Public Management Research: Finding the Crossroads. *Public Management Review*.

Pardo, T. A., Gil-Garcia, J. R., & Dawes, S. S., (2017). Digital Government and Public Management Research: Finding the Crossroads, *Public Management Review*, 1-14. doi:10.1080/14719037.2017.1327181

Gil-Garcia, J.R., Pardo, T.A., & Sayogo, D.S. (2016). From bureaucratic machines to inter-organizational networks: characterizing the response to the World Trade Center crisis, *Transforming Government: People, Process and Policy* 10 (4).

Sayogo D.S., Ran, W., Tayi, G.K., Luciano, J.S., Luna-Reyes, L.F., Depaula, N., Jarman, H., Zhang, J., Hrdinova, J., Andersen, D.L., Andersen, D.A., Pardo, T.A., (2016). Ontological modeling of certification and inspection process to support smart disclosure of product information, *International Journal of Public Administration in the Digital Age* (IJPADA).

Gil-Garcia, J.R., Pardo, T.A. & Nam, T. (2015). What makes a city smart? Identifying core components and proposing an integrative and comprehensive conceptualization. *Information Polity* 20 (1).

Nam, T. & Pardo, T.A. (2014). Understanding Municipal Service Integration: An Exploratory Study of 311 Contact Centers. *Journal of Urban Technology*.

Nam, T. & Pardo, T.A. (2014). The changing face of a city government: A case study of Philly311. *Government Information Quarterly* (GIQ).

Sayogo, D.S., Pardo, T.A. & Bloniarz, P. (2014). Information flows and smart disclosure of financial data: A framework for identifying challenges of cross boundary information sharing. *Government Information Quarterly* (GIQ).

Sayogo, D.S., Zhang, J., Luna-Reyes, L., Jarman, H., Tayi. G.K., Andersen, D.L., Pardo, T.A. & Andersen, D.F. (2014). Challenges and requirements for developing data architecture supporting integration of sustainable supply chains. *Information Technology and Management.*

Sayogo, D.S. & Pardo, T.A., (2014). Understanding Municipal Service Integration: An Exploratory Study of 311 Contact Centers, *Journal of Urban Technology* 21(1), 57-78.

Yang, T., Pardo, T.A., & Wu, Y. (2014). How is information shared across the boundaries of government agencies? An e-Government case study, *Government Information Quarterly (GIQ).*

Sayogo, D.S., Zhang, J., Pardo, T.A, Tayi, G.K., Hrdinova, J., Andersen, D., & Luna-Reyes, L. (2014). Going Beyond Open Data: Challenges and Motivations for Smart Disclosure in Ethical Consumption. *The Journal of Theoretical and Applied Electronic Commerce Research (JTAER).*

Sayogo, D.S. and Pardo, T.A. (2013) Understanding the Determinants of Scientific Data Sharing: Understanding the motivation to publish research data. *Government Information Quarterly* (GIQ).

Harrison, T.A. Pardo, T.A. & Cook, M.K. (2013). Creating Open Government Ecosystmes: A research and development agenda. *Future Internet.*

Pardo, T.A., Nam, T., & Burke, G.B. (2012). E-government Interoperability: Interaction of Policy, Management, and Technology Dimensions. *Social Science Computer Review 30*(1), 7-23.

Yang, T., Zheng, L., & Pardo, T.A. (2012). The Boundaries of Information Sharing and Integration: A Case Study of Taiwan e-Government. *Government Information Quarterly 29*(S1), S51-S60.

Rorissa, A., Demissie, D., & Pardo, T.A. (2011). Benchmarking E-government: A Comparison of Frameworks for Computing E-government Index and Ranking. *Government Information Quarterly 28(*3), 354-362.

Canestraro, D. S., Pardo, T. A., Raup-Kounovsky, A.N., & Taratus, D. (2009). Regional telecommunication incident coordination: Sharing information for rapid response. *Information Polity* 14(1/2), 113-126.

Dawes, S.S., Cresswell, A.M., & Pardo, T.A. (2009). From ''Need to Know'' to ''Need to Share'': Tangled Problems, Information Boundaries, and the Building of Public Sector Knowledge Networks. *Public Administration Review* 69(3), 392-402.

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Luna-Reyes, L. F., Mojtahedzadeh, M., Andersen, D.F., Richardson, G.P., Pardo, T.A., Burke, B., Wu, Y., Cresswell, A.M., Bodor, T., Canestraro, D., Dawes, S., Demircivi, F., Schneider, C., & Thompson, F. (2004). Emergence of the Governance Structure for Information Integration across Governmental Agencies: A System Dynamics Approach. System Dynamics Research Conference. Albany, NY: System Dynamics Society.

Costello, J., Adhya, S., Gil-Garcia, J.R., Pardo, T.A. & Werthmuller, D. (2004). Beyond Data Exchange: XML as a Website Workflow and Content Management Technology. Annual Meeting of the Academy of Management, New Orleans.

Black, L, Cresswell, A.M., Pardo, T.A., Thompson, F., Canestraro, D.S., Cook, M., Luna, L.F., Martinez, I.J., Andersen, D. & Richardson, G. (2003). A Dynamic Theory of Collaboration: A Structural Approach to Facilitating Intergovernmental Use of Information Technology. 36th Hawaiian International Conference on System Sciences (HICSS), Hawaii.

Dawes, S.S., Pardo, T.A. & Cresswell, A.M. (2003). Designing Electronic Government Information Access Programs: A Holistic Approach. 36th Hawaiian International Conference on System Sciences (HICSS), Hawaii.

Scholl, H.J. & Pardo, T.A. (2002). Walking Atop the Cliffs: Avoiding Failure and Reducing Risk in Large Scale E-Government Projects. 35th Hawaiian International Conference on System Sciences (HICSS), Hawaii.

Cresswell, A.M., Pardo, T.A., Thompson, F., Canestraro, D., Cook, M., Black, L., Luna, L.F., Martinez, I.J., Andersen, D. & Richardson, G. (2002). Modeling Intergovernmental Collaboration: A System Dynamics Approach. 35th Hawaiian International Conference on System Sciences (HICSS), Hawaii.

T. Pardo

Cresswell, A.M., Canestraro, D., Cook, M., Pardo, T.A., Thompson, F., Black, L., Luna, L.F., Martinez, I.J., Anderson, D. & Richardson, G. (2001). A Preliminary System Dynamics Model of Intergovernmental Collaboration. System Dynamics Research Conference. Albany, NY: System Dynamics Society.

Pardo, T. A., Cresswell, A. M., Zhang, J., & Thompson, F. (2001). Interorganizational Knowledge Sharing in Public Sector Innovations. Annual Meeting of the Academy of Management, Washington D.C. **Best Paper Award.**

Cresswell, A. M., Pardo, T. A., Dawes, S.S., Kelly, K. (2000). Partnership Effectiveness in Public Sector Information Technology Innovation. Annual Meeting of the Academy of Management, Toronto.

PRACTITIONER CONFERENCES AND WORKSHOP PRESENTATIONS

"Smart Cities, Smart Government". International Forum on Smart City & First Mayors Roundtable, Chengdu, PR China, September 2017.

"Ensuring the Digital Dividends Improve People's Lives, Astana Economic Forum, Kazakhstan, 2016.

"Shaping Open NY: Visioning a New Transparency HUB". Sponsor: Director of Open New York, NYS Governor's Office, Albany, NY, 2014.

"ARRA Reporting Practices", IT Week 2009, US Government Accountability Office, Washington, D.C., November 19, 2009.

"Transformative Government: Making Smart IT Choices", New York State City/County Management Association, Albany, NY, November 23, 2009.

"Enterprise Content Management: Building a Collaborative Framework", Building Capacity for Enterprise Content Management, United Nations, New York City, May 31 - June 1, 2006.

"IT Investment Management." U.S. Government Accountability Office, Washington D.C., December, 2005.

"Designing and Developing Electronic Records Access Programs", Public Access Guidelines Workshop, National Criminal Justice Association and the Office of Justice Programs, March 2001.

"Understanding E-government", International Personnel Management Association, June 2001.

"Digital Democracy", Egov Summit, Private Sector Council, June 2001.

"Providing Access to Electronic Records: Learning from the Results of the Gateways Project", Mid-Atlantic Regional Archives Conference, May 2001.

"Designing and Developing Electronic Records Access Programs", Public Access Guidelines Workshop, National Criminal Justice Association and the Office of Justice Programs, March 2001.

"Digital Government: Issues, Strategies, Prospects", National Archives and Records Administration, Digital Strategies 2000 Conference, November 2000.

"Horizontal Government", General Services Administration Interagency Resources Administration Conference and Federal Chief Information Officers Council Conference, September 2000.

"Reducing the Risk of IT Investment", National Association of Counties, March 2000.

"What Leaders and Managers Really Need to Know about Information Technology", Non-Profits & Academia: Strategies to Shape Social Change, November 1999.

"Supporting Inter-Organizational Collaboration: First Steps toward Technology Decision Making." New York State AIDS Coalition, October, 1999.

"Tools and Techniques for Managing Work", Public Management Internship Program, Rockefeller College of Public Affairs and Policy, October 1999.

"Using Information in Government Homeless Services Program", NYC Homeless Shelters Directors Conference, October 1999.

"What Leaders and Managers Really Need to Know about Information Technology", Virginia First Annual State-Local Information Technology Symposium, September 1999.

"Models for Action: Practical Approaches to Electronic Records Management", Public Services Workshop Program, April 1999.

"Y2K and the State", New York City Homeless Shelter Technology Conference, April 1999.

"Tools and Techniques for Managing Work", Project Management Internship Program, February 1999.

T. Pardo

"Innovating in the Public Sector: Critical Success Factors", Keynote Address at the Federal/New York State Government Document Conference, October 1998.

"Models for Action: Practical Approaches to Electronic Records Management", Government Technology Conference, September 1998.

"Electronic Records Management: Access and Preservation Partnerships", New York State Education Department, Commissioner's Quarterly Review, January 1998.

"Citizen Needs, Statewide Plans, Local Devolution", University of Wisconsin-Extension & WiscNet, October 1997.

"EDI and Medicaid Managed Care." New York Electronic Data Interchange Coalition,

"Intergovernmental Information Systems", Eastern Government Technology Conference, September 1997.

"Developing and Delivering Government Services", Association of Records Managers and Administrators (ARMA), December 1996.

"Using Geographic Information Systems to Develop the Economy", National Association of State Information Resource Executives (NASIRE), October 1996. Plenary Session.

"Understanding Web Technologies", Institute of Internal Auditors, October 1996.

"The NYS GIS Cooperative Project", New York State GIS Conference, October 1996.

"Local Government and the World Wide Web", NYS Local Government Information Technology Directors Association, May 1996.

"Understanding Metadata", Capital District ArcInfo User's Group, January 1996.

"The NYS GIS Cooperative Project", NYS Geographic Information Systems Council, January 1996.

"The NYS GIS Cooperative Project", Geographic Information Systems and Mapping Operations (GISMO), September 1995.

"The NYS GIS Cooperative Project", Eastern Regional Government Technology Conference (GTC), September 1995.

"Reorganization for the 90's", Association of Computing Machinery (ACM), Special Interest Group for User Services Conference, 1991, Paper published in conference proceedings.

"Software Support Levels", Eastern Small College Computing Conference, October 1989. Paper published in conference proceedings.

"Supporting Academic Computing: How to Plan for the Future", Association for Small Computer Users in Education, June 1989.

"CHUC: A Computerized Humanities Undergraduate Curriculum", Digital Equipment Corporation Users Society (DECUS), Spring 1987.

"The Multi-Technology Network at Union College." Cause, December 1986.

EXECUTIVE DEVELOPMENT PROGRAMS & WORKSHOPS - DELIVERED

- Building a Telehealth Blueprint for Action, Adirondack Health Institute, Virtual, June 2020.
- University at Albany Strategic Enrollment Management Workshop and Report, October 2019.
- CTG Leadership Institute Program, Society of International Organizations, International Council of Archivists, New York City, 2018.
- CTG Leadership Institute Program, E-Government Team, Uruguay, 2017.
- CTG Leadership Institute Program, National Management Institute, Egypt, 2015.
- CTG Leadership Institute Program, Microsoft 4Afrika Program; Kenya, 2014.
- World Bank Seminars for E-Government Leaders of the Russian Federation. December 2014.
- Moscow City Government Executive Program, October 2013
- New York State Public Management Intern Program, Instructor, 2000-2010.
- United States Office of Personnel Management, Leadership in IT, 2005-2010.
- United States Office of Personnel Management, Public Management Academy, 2002-2005.
- United Nations International Tribunal for the Former Yugoslavia, Creating an Action Plan for Preserving the Record of the International Criminal Tribunal for the Former Yugoslavia, The Hague, September 2007.

- United Nations Division of Peacekeeping Operations, Records Management Workshop, United Nations Logistics Base, Italy, May 2007.
- National Institute of Public Administration (INA), "Smart IT for Government: Making the Case for IT-Enabled Innovation, Portugal, 2005.
- Digital Government Institute, Navigating the Information Requirements of eGovernment Investment Processes, Washington D.C., 2004.
- Office of the State Comptroller, New York State, Making Smart It Choices, 2001.
- Cascade Center for Public Service and Leadership, University of Washington, Instructor, 2000-2003.
- University at Albany, Professional Development Program, Instructor, various years since 1990.
- Siena College and Union College, Instructor – various courses in productivity tools including graphics and statistics packages as well as courseware development tools and techniques, 1983-1994.

SERVICE

APPOINTMENTS, INVITED ADVISORY BOARDS, COMMITTEES, WORKGROUPS AND PANELS

- **Gubernatorial Appointment**
  o Open NY Policy Advisor to New York State's Governor Andrew Cuomo, Appointed 2013.

- **Advisory Boards and Committees**
- *Chair Appointments*
  o Chair, National Advisory Committee, U.S. Environmental Protection Agency, 2016-2020.
  o Jury Chair, Sultan Qaboos Award for Excellence in eGovernment, Information Technology Authority, Sultanate of Oman, 2016, 2020 (invited).
  o Founding Chair, Smart Cities, Smart Government Research to Practice Consortium, 2012-2021.
  o North American Digital Government Working Group, Founding Co-Chair, 2007-2012
  o U.S. Environmental Protection Agency, National Advisory Committee, 2015-present.
- *Member*
  o National Science Foundation, Business and Operations Advisory Committee, 2016-present.
  o Treasurer, Board of Directors, Open Data Enterprise, 2017-present.
  o International Conference on Theory and Practice of Electronic Governance (ICEGOV), Conference Series International Advisory Committee, 2014-present
  o User Working Group of the NASA Socioeconomic Data and Applications Center (SEDAC), SEDAC is a data center in NASA's Earth Observing System Data and Information System (EOSDIS) operated by CIESIN, the Center for International Earth Science Information Network at Columbia University. 2015-2019.
  o New York State Department of Health, Health, Information and Technology Innovation Working Group. 2014-2017.
  o External Adviser, Thought-Leadership Network, Bentley University, 2015-2016.
  o Advisory Board Member, "Collaborative Research: Leveraging Social Media to Engage Active and Latent Publics: the Community Policing Case", Bentley University, 2015-2016.
  o International Advisor, E-Government Committee, China Information Association, 2014-present.
  o Expert Advisor, Open Data 500, 2013 – present.
  o Board Member, Board of Champions, New York State Science, Technology, Engineering, Arts, and Math (STEAM) Girls Collaborative, 2013-present
  o Open Health Data, Open Opportunities, Advisory Committee, Rockefeller Institute of Government, November, 2013
  o Advisory Committee, Technology for Engagement Summit, Govlab, NYU, 2012-Present.
  o Chancellor's Technology Transformation Implementation Team, State University of New York, 2010-2012.

T. Pardo

- o Steering Committee, National Gap Analysis in Technology Policy for the US Department of Homeland Security, Applied Science Center – Homeland Security (ASCHS) and South Carolina Research Association (SCRA), 2010-2012.
  - o Advisory Group, Department of Civil Service's Division of Classification and Compensation Dual Information Technology Career Track, 2010-2011.
  - o Advisory Board, National Center for Security and Preparedness, University at Albany, 2009-Present.
  - o US National Science Foundation, Infectious Disease and Biosurveillance Workshop, Beijing, China, 2008.
  - o Advisory Board, Educating Stewards of Public Information in the 21st Century, University of North Carolina, Chapel Hill, 2008-Present.
  - o Advisory Board, Data Center for Applied Research in Social Sciences, Centro de Investigacion y Docencia Economicas (CIDE), Mexico, 2008-Present.
  - o European eGovernment Society, Nominations and Election Committee, 2007.
  - o Advisory Board, Managing and Preserving Geospatial Electronic Records, Center for International Earth Science Information Network, Columbia University, a project funded by the National Historical Publications and Records Commission, National Archives and Records Administration, 2003-2004.
  - o Steering Committee, National Archives and Records Administration, Research Issues in Electronic Records, 2002-2004.
  - o Advisory Board, AIIM, Enterprise Content Management Association, 2002-2010.
  - o Advisory Board, Developing an Electronic Records Research Agenda, National Historical Publications and Records Commission, National Archives and Records Administration. 2002-2003.
  - o Advisory Team, MACROS, Office of the State Comptroller, 1998-2001.
  - o Advisory Team, Central Accounting Systems, FMS Redesign Project, Office of the State Comptroller, 2000-2002.
  - o NYS Web Page Steering Committee, NYS Office for Technology, 1999.
  - o Cost Accounting Reform Working Group, NYS Forum for Information Resource Management, 1999-2001.
  - o NYS Office for Technology, Local Government Subcommittee, 1997-2002.
  - o Planning Committee, National Science Foundation Workshop on Data-Centric Workflows, 2009.
  - o Digital Preservation Management Workshop, Inter-University Consortium for Political and Social Research (ICPSR), 2008-present.
- **Working Groups and Consortia**
  - o Prescription for Progress Opioid Addiction Capital Region Coalition, Data Sharing Working Group, 2019-2020
  - o Informal Advisory Working Group, United Nation E-Government Survey 2018.
  - o Expert Working Group, UN Department of Economic and Social Affairs, UN Egovernment Survey, 2015.
  - o DataONE (Observation Network for Earth) Working Group on Socio-Cultural Issues, New York State Geographic Information Systems Legislative Committee, 2008-2014.
  - o North American Digital Government Working Group, Co-Chair, 2007-2012.
  - o GIS Coordinating Body, GIS Clearinghouse Work Group, NYS Office for Technology, 1996-1998.
  - o EUReGOV Expert Working Group, 2006-2010.
  - o Internet Policy Work Group, NY State Office for Technology, 1996.
  - o Council Staff, New York State Temporary GIS Council, 1995-1996.
- **Award Juries**
  - o Hamdan Bin Mohammed Award for Smart Government, Jury Panel, Dubai' The Model Centre, The General Secretariat of the Executive Council of Dubai, Dubai, UAE, 2014 & 2015.
  - o Sultan Qaboos Award for Excellence in eGovernment, Jury Member, Information Technology Authority, Sultanate of Oman, 2010, 2011, and 2014.

- o   Best Practices in Internet and Intranet Applications in Government, Selection Panel, NYS Office for Technology, 1998.
  - o   Refereed Papers Committee, Digital Equipment Corporation Users Society (DECUS), 1987-1988.
- **Delegate**
  - o   National Science Foundation Young Scientist Delegation to the World Science Forum, Budapest, Hungary, 2005.

UNIVERSITY AT ALBANY SERVICE

- Member, Research Data Security Working Group, 2019-present
- RISE Conference, Steering Committee, 2019.
- Co-Chair, UAlbany President's Forum on Data, 2014-2017.
- Chair, Advanced Data Analytics Cluster Steering Committee, 2013-2018
- Strategic Planning Committee: Co-Chair Emerging Technologies Work Group, 2011-Present
- Rockefeller College of Public Affairs and Policy, Dean Search Committee, 2012
- Community Engagement Committee, Engaged Scholarship Subcommittee, 2010-Present
- Chancellor's University Technology Governance Council, 2007-2008.
- President's Strategic Planning Team, Research Work Group, 2010.
- Faculty Search Committee, College of Computing and Information, 2005-2006.
- Informatics Ph.D. Core Curriculum Drafting Committee, 2005.
- Faculty Search Committee, School of Social Welfare, 2004-2005.
- Information Technology Commons Recruitment Committee, 2004.
- Assistant Vice President of Research, Search Committee, 2000.

PROFESSIONAL SOCIETY ACTIVITIES

- International Conference on Electronic Governance Research and Practice, ICEGOV, United Nations University, Steering Committee Member, 2014-present.
- Digital Government Society, Past-President, 2016-2018
- Digital Government Society, President, 2014-2016
- Digital Government Society, President-Elect, 2012-2013
- Digital Government Society of North America, Elected Board Member, 2008-present.
- Digital Government Society of North America, Sponsorship Committee Chair, 2007-2008.
- European eGovernment Society, Nominations and Election Committee, 2007.
- Digital Government Society of North America, Constitution Development Committee, 2005-2006.
- Digital Government Society of North America, Nominations and Election Committee, 2006.

JOURNAL EDITORIAL BOARDS

- Digital Government Research and Practice, Associate Editor, 2019-present.
- Government Information Quarterly, 2002-present.
- Public Management Review, 2012-present
- Information Polity, 2014-present
- Transforming Government: People, Policies, and Practices, 2006-present.
- International Journal of Electronic Governance, 2006-present.

SPECIAL ISSUE EDITOR

- *Social Science Computer Review,* Co-editor with J. Ramon Gil-Garcia and Rony Medaglia. Special Issue on AI in the Public Sector. Forthcoming 2021.

- *Public Management Review*, Co-editor with J. Ramon Gil-Garcia and Sharon Dawes, Special Issue on Digital Government and Public Management, Forthcoming.
- *Government Information Quarterly*, Co-editor with Tomasz Janowski and Gboyega Ojo, Selected Papers from ICEGOV 2012.
- *Government Information Quarterly*, Co-editor with Giri Kumar Tayi, Symposium Issue on Interorganizational Information Integration, 2007.
- *IEEE Computer*, Co-editor with Judith Bayard Cushing, Special Issue on Research in the Digital Government Realm, 2005.

CONFERENCE LEADERSHIP ACTIVITIES

Fudan University International E-Governance Symposium, Shanghai, China, 2013
- Co-chairs: Theresa A. Pardo and Lei Zheng, Fudan University.

International Conference on Electronic Governance Theory and Practice (ICEGOV)
- Track Chair, *Security, Privacy and Ethics in Digital Governance,* 2020.
- Award Committee Chair, 2018, Virtual.
- Track Chair, *Smart Cities Track*, 2018, Galway.
- Track Chair, *Smart Cities Track* 2017, New Dehli,
- Track Co-Chair, 2013, Seoul, Korea
- Conference Chair and Host, 2012, Albany, New York
- Conference Co-Chair, 2011, Tallinn, Estonia
- Conference Co-Chair, 2010, Beijing, China
- Advisory Committee Member, 2009, Bogota, Colombia
- Program Committee Co-Chair, 2008, Cairo, Egypt
- Program Committee Co-Chair, 2007, Macau, China

International Digital Government Research Conference (dg.o)
- Conference Co-Chair, 2016, Shanghai, China
- Conference Co-Chair, 2007, Philadelphia, Pennsylvania, USA
- Program Committee Co-Chair, 2006, San Diego, California, USA
- Program Committee Co-Chair, 2005, Atlanta, Georgia, USA
- Birds of a Feather Co-Chair, 2004, Seattle, USA

Hawaiian International Conference on System Sciences (HICSS)
- HICSS Egovernment Smart Cities, Mini-Track Co-Chair, 2018-2020.
- HICSS Egovernment Emerging Topics, Mini-Track Co-Chair, 2007-2018.
- HICSS Egovernment Symposium, Co-Chair, 2007-2011, 2017
- Egovernment Organization and Management, Mini-Track Co-Chair, 2002-2006

JOURNAL REVIEWER

- Government Information Quarterly
- Public Management Review
- Public Administration Review
- Digital Government Research and Practice
- National Resources Forum, United Nations
- Urban Affairs
- Information Polity
- Journal of Information Technology & Politics
- Public Administration Review
- Transforming Government: People Policies, Processes

- Journal of Managerial Issues
- International Journal of Public Policy

REVIEW PANELS

- World Bank Research Program, 2015-2019.
- U.S. National Science Foundation: Multiple review panels for the Computing and Information Science and Engineering and Behavioral & Economic Sciences.
- American Association for the Advancement of Science, 2010 & 2013 (Proposals for Saudia Arabia Science Foundation).
- Israel Science Foundation, 2010.
- National University of Singapore, Academic Research Fund, 2007-2008.
- Institute of Museum and Library Sciences, 2006.
- National Historical Publications and Records Commission, National Archives and Records Administration, 2003.
- Review Panel for Public Access Guidelines for Criminal Justice Information, National Association of Criminal Justice and the Office of Justice Programs, 2001.

CONFERENCE PROGRAM COMMITTEE MEMBER

- Hawaiian International Conference on System Sciences (HICSS), 2001-present.
- International Conference on Theory and Practice of Electronic Governance (ICEGOV), 2007-present.
- International Digital Government Research Conference (dg.o), 2004-present.
- Systems Dynamics Conference, 2004-present.
- International Federation for Information Processing (IFIP) EGOV (formerly DEXA e-Gov), 2004-present.
- International Conference on Society and Information Technologies (ICSIT), 2010.
- International Conference on Methodologies, Technologies and Tools Enabling e-Government (MeTTeG), 2010.
- International Federation for Information Processing (IFIP) EGOV (formerly DEXA e-Gov), Outstanding Paper Committee, 2010.
- International Conference on Business Process Management, 2009-2012.
- Academy of Management (AOM), 2000-2007.

DISSERTATION COMMITTEES AND DOCTORAL STUDENT ADVISEMENT

Ph.D. Advisees
- Salem, Fadi, Oxford University, 2021. *External Reviewer.*
- Meyehoff, Morten, Taltech University, Tallin, Estonia, 2020. *External Reviewer.*
- Cronberger, Felippe, Information Science, University at Albany. 2018.
- LaVigne, Mark, Communication, University at Albany, 2017.
- Alampalli, Sharada, Public Administration and Policy, University at Albany, 2015. *Chair.*
- Sayogo, Djoko Sigit, Public Administration and Policy, University at Albany, 2014. *Chair.*
- Richards, Lori, Information & Library Science - University of North Carolina at Chapel Hill, 2013. *External Reviewer.*
- Graves, Alvaro, Computer Science – Rensselaer Polytechnic Institute, 2013.
- Nam, Taewoo, Public Administration and Policy, 2012. *Chair.*
- Kwon, Hyuckbin, Public Administration and Policy, 2012.
- Gharawi, Mohammed, Information Science, 2012. *Chair.*
- Cid Puron, Gabriel, Public Administration and Policy, 2010. *Chair.*

- Potnis, Devendra, Information Science, 2010. *Chair.*
- Fryling, Meg, Information Science Doctoral Program, 2010.
- Kamya, Moses, Public Administration and Policy, 2009. *Chair.*
- Zheng, Lei, Public Administration and Policy, 2009.
- Kwang, Seok Yoon, Information Science Doctoral Program, 2008.
- Chun-Shuo Chen (Jason), Information Science Doctoral Program, 2008.
- Ho, Jinwon, Information Science Doctoral Program, 2005.
- Neely, Pamela, Information Science Doctoral Program, 2002.

CURRENT AND PAST PROFESSIONAL ASSOCIATIONS

- Academy of Management (AoM)
- American Society for Public Administration (ASPA)
- NYS State Academy of Public Administration
- American Society for Information Science (ASIS)
- Association for Computing Machinery (ACM)
- Association for Information Systems (AIS)
- Association for Public Policy Analysis and Management (APPAM)
- Digital Government Society (DGS).

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