

Luis F. Luna Reyes
ORCID: 0000-0002-0852-404X

University at Albany
Rockefeller College of Public Affairs and Policy
Department of Public Administration and Policy, Milne 315
135 Western Ave., Albany, NY, USA, 12222
+1 (518) 442-5297
lluna-reyes@albany.edu

EDUCATION

- 2004 **Ph.D. in Information Science**, University at Albany - SUNY, Albany, NY, USA, Distinguish Dissertation Award
- 1997 **MBA (MIS)**, Fundación Universidad de las Américas-Puebla; Cholula, Puebla, MÉXICO, Cum Laude
- 1992 **BA in Education**, Fundación Universidad de las Américas-Puebla; Cholula, Puebla, MÉXICO, Cum Laude and best GPA in the Education Department

ACADEMIC APPOINTMENTS

- 2022- **Professor**, Department of Public Administration and Policy, Rockefeller College of Public Affairs and Policy, University at Albany, Albany, NY, USA
- 2017- **Affiliate Faculty**, Fundación Universidad de las Américas-Puebla, Cholula, Puebla, MÉXICO
- 2016- **Affiliate Faculty**, PhD in Information Science, College of Emergency Preparedness, Homeland Security and Cybersecurity, University at Albany, Albany, NY, USA
- 2015- **Faculty Fellow**, Center for Technology in Government, University at Albany, Albany, NY, USA
- 2018-2022 **Vice-Chair**, Department of Public Administration and Policy, Rockefeller College of Public Affairs and Policy, University at Albany, Albany, NY, USA
- 2016-2022 **Associate Professor**, Department of Public Administration and Policy, Rockefeller College of Public Affairs and Policy, University at Albany, Albany, NY, USA
- 2015-2016 **Associate Professor**, Department of Informatics, College of Engineering and Applied Science, University at Albany, Albany, NY, USA, Member of the Mexican National Research System Level 2
- 2015-2018 **PhD Director**, Department of Informatics, College of Emergency Preparedness, Homeland Security and Cybersecurity, University at Albany, Albany, NY, USA
- 2012-2014 **Professor**, Fundación Universidad de las Américas-Puebla, Cholula, Puebla, MÉXICO, 2012 - 2014, Member of the Mexican National Research System, Level 1
- 2004-2012 **Associate Professor**, Fundación Universidad de las Américas-Puebla, Cholula, Puebla, MÉXICO

RESEARCH AND TEACHING INTERESTS

Interorganizational collaboration and information technologies in public organizations, Digital Government, Group Decision Support Systems, Social impacts of Information Technologies, Dynamic modeling and simulation, Information Systems and Information Technologies in Government, Information Policy, Policy Informatics and Data Analytics,

Dynamic Modeling and Simulation, Research Methods, Systems Thinking and Strategy Development, Knowledge Management and Organizational Learning

OTHER AFFILIATIONS AND EXPERIENCE

- 2013-2015 **Research Fellow.** Center for Technology in Government, University at Albany, Albany, NY, USA
- 2012 **Visiting Scholar.** Center for Technology in Government, University at Albany, Albany, NY, USA
- 2009-2014 **Affiliate Faculty.** Education and Research Division, INFOTEC, Mexico City, MÉXICO
- 2008 **Consultant.** Education and Research Division, INFOTEC, Mexico City, MÉXICO
- 2007 **Consultant.** Observatory for the Information Society for Latin America and the Caribbean (OSILAC-ECLAC), CHILE
- 2003-2004 **Research Assistant.** Center for Technology in Government, University at Albany, Albany, NY, USA
- 2001-2003 **Adjunct Professor.** Departments of Information Technology Management and Information Science, University at Albany, Albany, NY, USA
- 1999-2014 **Faculty Fellow,** Ray Lindley Residential College, Universidad de las Américas Puebla
- 1992-2000 **Part-time Lecturer.** Department of Mathematics, Fundación Universidad de las Américas-Puebla, Cholula, Puebla, MÉXICO,
- 1996-2000 **Chair of Graduate Programs,** Fundación Universidad de las Américas-Puebla, Cholula, Puebla, MÉXICO
- 1991-1995 **Dean Assistant.** Social Sciences School, Fundación Universidad de las Américas-Puebla, Cholula, Puebla, MÉXICO
- 1991-1995 **Part-time Lecturer.** Colegio Puebla, Puebla, Puebla, MÉXICO
- 1992 **Research Assistant.** Consejo Nacional de Fomento Educativo (National Council of Educational Promotion) – Sponsored by the World Bank, MEXICO
- 1992 **Consultant.** Universidad Michoacana de San Nicolás de Hidalgo (State University of Michacan), MÉXICO
- 1990-1992 **Consultant.** Universidad Autónoma de San Luis Potosí (State University of San Luis Potosí), MÉXICO
- 1990-1998 **Consultant.** Universidad de Guanajuato (State University of Guanajuato), MÉXICO
- 1990-2000 **Consultant.** Centro de Desarrollo y Estudios Sociales y Administrativos (Center for the Development of Managerial and Social Studies), MEXICO

AWARDS

- 2021- **FELLOW.** National Academy of Public Administration.
- 2018 **OUTSTANDING PAPER, LITERATI AWARD** *Transforming Government: People, Processes and Policy, Emerald Publishing Group.* “Open data ecosystems: an international comparison.” Co-authored with Evgeny Styrin and Teresa Harrison.
- 2015- **SNI Member of the Mexican National Research System, Level II**
- 2013 **BEST PAPER AWARD** *14th Annual International Conference on Digital Government Research dg.o 2013*, “Understanding the Co-Evolution of Institutions, Technology, and Organizations: The Enactment of the State Government Portal of Puebla.” Co-authored with J. R. Gil-Garcia, June 17-20, 2013. Quebec, Canada.
- 2012 **FULBRIGHT SCHOLAR.** Comisión México-Estados Unidos para el Intercambio Educativo y Cultural (COMEXUS), Mexico City, MÉXICO

- 2010 **COMMITMENT TO EDUCATION MEDAL** *Universidad de las Américas Puebla*
- 2007-2014 **SNI** Member of the Mexican National Research System, Level I
- 2005 **BEST PAPER AWARD** *eChallenges e-2005 Conference*, “Modelling Methods for Information Integration: Comparative Cases in e-Government.” Co-authored with M. Janssen and A. M. Cresswell, 19 - 21 Octubre, 2005. Ljubljana, Slovenia.
- 2005-2007 **SNI** Member of the Mexican National Research System, Candidate Level
- 2004 **DISTINGUISH DISSERTATION AWARD** *University at Albany* “Collaboration, Trust, and Knowledge Sharing in Information Technology Intensive Projects in the Public Sector”
- 2001 **DANA MEADOWS AWARD HONORABLE MENTION** *System Dynamics Society*, “The Dynamics of Best Practices: A Structural Approach.” Co-authored with I. J. Martinez-Moyano.
- 1997 **CUM LAUDE** *Universidad de las Américas Puebla* MBA program.
- 1992 **CUM LAUDE** *Universidad de las Américas Puebla* BA in Education program.

SUMMARY OF PUBLICATIONS: Since 2003, I have published 3 books, 64 peer reviewed articles, 37 book chapters, more than a 100 peer-reviewed conference papers, and about 50 non-refereed papers and editorials. I have an h-index of 20 according to Web of Science, 24 according to Scopus, and 35 according to Google Scholar.

BOOKS

1. Rodriguez Bolivar, M. P., L. Alcaide Muñoz, J. M. Lopez Quiles, J. R. Gil-Garcia, G. Quintanilla, G. Puron-Cid, **L. F. Luna-Reyes**, X. Zhao,* E. Rich, Y. Chen, and R. Sandoval-Almazan (2021) “El resurgir de las ciudades inteligentes o *smart cities*.” Asociación Española de Contabilidad y Administración de Empresas (aeca). Nuevas Tecnologías y Contabilidad. Madrid
2. Sandoval-Almazan, R., **L. F. Luna-Reyes**, D. E. Luna, J. G. Gil-Garcia, G. Puron-Cid and S. Picazo-Vela (2017). “Building Digital Government Strategies: Principles and Practices.” Public Administration and Information Technology (PAIT) Series, Springer.
3. **Luna-Reyes, L. F.**, J. R. Gil-García and R. Sandoval Almazán (2015). “Avances y Retos del Gobierno Digital en México” Instituto de Administración Pública del Estado de México y Universidad Autónoma del Estado de México, Toluca, México

PEER-REVIEWED JOURNAL ARTICLES

* *Current or former student*

1. Juiz, C., F. Duhamel, I. Gutierrez-Martinez and **L. F. Luna-Reyes** (2022). “IT managers’ framing of IT Governance Roles and Responsibilities in Ibero-American Higher Education Institutions” *Informatics*. 9(3):68
2. Gascó-Hernández, M., Gil-Garcia, J. R. and **L. F. Luna-Reyes** (2022) “Unpacking the role of technology, leadership, governance and collaborative capacities in inter-agency collaborations” *Government Information Quarterly*. 39(3):1-12
3. Harrison, T. M. and **L. F. Luna-Reyes** (2022) “Cultivating Trustworthy Artificial Intelligence in Digital Government” *Social Science Computer Review* 40(2):494-511, <https://journals.sagepub.com/doi/abs/10.1177/0894439320980122>
4. Porwol, L., S. S. Metcalf, J. B. Morrison, S. A. Chun and **L. F. Luna-Reyes** (2022) “Facilitating Virtual Conferences: Reflections and Lessons Learned in Two Global Communities” *ACM Digital Government: Research and Practice* 3(1):1-12

5. Kang, H.,* A. Roggio and **L. F. Luna-Reyes** (2022) “Governance of Local Food Systems: Current Research and Future Directions” *Journal of Cleaner Production* 338(1):1-13
6. Kang, H.,* G. Chen and **L. F. Luna-Reyes** (2022) “Understanding Citizens’ Perception of Government Fiscal Information through a Survey Experiment” *Government Information Quarterly* 39(1):1-13
7. Puron-Cid, G., D. E. Luna, S. Picazo-Vela, J. R. Gil-Garcia, R. Sandoval-Almazan and **L. F. Luna-Reyes** (2022). “Improving the Assessment of Digital Services in Government Websites: Evidence from the Mexican State Government Portals Ranking” *Government Information Quarterly* 39(1):1-12
8. Picazo-Vela, S., D. E. Luna, J. R. Gil-Garcia and **L. F. Luna-Reyes** (2022) “Creating Public Value through Inter-Organizational Collaboration and Information Technologies” *International Journal of Electronic Government Research* 18(1):1-18.
9. Duhamel, F., I. Gutierrez-Martinez, S. Picazo-Vela and **L. F. Luna-Reyes** (2021). “Strategic alignment, process improvements and public value in public-private IT outsourcing in Mexico” *International Journal of Public Sector Management* 34(5): 489-507
10. **Luna-Reyes, L. F.**, N. Helbig and X. Yerden* (2021). “Performance Information Artifacts: Boundary Objects to Facilitate Performance Dialogue” *International Journal of Public Administration in the Digital Age* 8(1):1-16
11. **Luna-Reyes L. F.**, Andersen, D. F., Black, L. J. and Pardo, T. A. (2021) “Sensemaking and Social Processes in Digital Government Projects” *Government Information Quarterly* 38(2) <https://doi-org.libproxy.albany.edu/10.1016/j.giq.2021.101570>
12. Meijer, A., Webster, W. (2020) Contributing Authors: Akif Demircioglu, M., F. Bannister, C. J. Bennett, K. Chen, H. Choi, J. I. Criado, M. A. Cunha, M. Gasco-Hernandez, P. Henman, D. Kimemia, V. Lember, K. Löfgren, **L. F. Luna-Reyes**, A. Meijer, I. Mergel, D. Murakami Wood, G. Nesti, E. Przeybilovicz, A. Raghavan, O. Svenonius, R. van Brakel, W. Webster, M. Yildiz (2020). “Global Report: The COVID-19-Crisis and the Information Polity: An Overview of Responses and Discussions in Twenty-One Countries from Six Continents” *Information Polity: An International Journal of Government and Democracy in the Information Age*. 25(4):243-274
13. De Tuya, M.,* M. Cook, M. K. Sutherland, and **L. F. Luna-Reyes** (2020). “The Leading Role of the Government CIO at the Local Level: Strategic Opportunities and Challenges” *Government Information Quarterly*. 37(3):
14. **Luna-Reyes, L. F.**, Juiz, C., Gutierrez-Martinez, I., y Duhamel, F. B. (2020). “Exploring the Relationships between Dynamic Capabilities and IT Governance: Implications for Local Governments” *Transforming Government: People, Process and Policy*. 14(2): 149-169
15. Hagen, L.,* Keller, T. E., Zhao, X.,* and **Luna Reyes, L. F.** (2019). “Open Data Visualizations and Analytics as Tools for Policy-Making” *Government Information Quarterly*. 36(4):1-14
16. Bahaddin, B.,* S. Weinberg, **L. F. Luna-Reyes** and D. F. Andersen (2019). “Building a Bridge to Behavioral Economics: Countervailing Cognitive Biases in Lifetime Saving Decisions” *System Dynamics Review*. 35(3):187-207
17. **Luna-Reyes, L. F.**, L. J. Black, W. Ran,* D. L. Andersen, H. Jarman, G. P. Richardson, and D. F. Andersen (2019) “Modeling and Simulation as Boundary Objects to Facilitate Interdisciplinary Research” *Systems Research and Behavioral Science* 36(4): 494-513

18. **Luna-Reyes, L. F.** and M. N. Najafabadi* (2019). “The US Open Data Initiative: The Road Ahead” *Information Polity: An International Journal of Government and Democracy in the Information Age* 24(2):163-182
19. Chen, G., H. Kang,* and **L. F. Luna-Reyes** (2019). “Key Determinants of Online Fiscal Transparency: A Technology–Organization–Environment Framework.” *Public Performance and Management Review* 42(3): 606-631
20. Picazo-Vela, S., I. Gutierrez-Martinez, F. Duhamel, D. E. Luna and **L. F. Luna-Reyes** (2018). “Value of inter-organisational collaboration in digital government projects” *Public Management Review*. 20(5): 691-708
21. Duhamel, F., I. Gutierrez-Martinez, S. Picazo-Vela and **L. F. Luna-Reyes** (2018). “Determinants of Collaborative Interfaces in Public-Private IT Outsourcing Relationships.” *Transforming Government: People, Process and Policy* 12(1): 61-83
22. Gascó-Hernández, M., E. Martin, L. Reggi,* S. Pyo* and **L. F. Luna Reyes** (2018). “Promoting the use of open government data: Cases of training and engagement” *Government Information Quarterly* 35(2): 233-242
23. Chen, Y., X. Zhao,* E. Rich and **L. F. Luna-Reyes** (2018). “Decision Models and Group Decision Support Systems for Emergency Management and City Resilience” *International Journal of E-Planning Research (IJEPR)* 7(2): 35-50
24. Luciano, J., D. S. Sayogo,* W. Ran,* N. DePaula,* H. Jarman, G. K. Tayi, J. Zhang, J. Hrdinova, T. A. Pardo, D. L. Andersen, D. A. Andersen, and **L. F. Luna-Reyes** (2017) “Building a Certification and Inspection Data Infrastructure to Promote Transparent Markets” *International Journal of Electronic Government Research (IJEGR)*. 13(4):53-75.
25. **Luna-Reyes, L. F.** (2017). “Opportunities and Challenges for Digital Governance in a World of Digital Participation.” *Information Polity*. 22(2-3): 197-205
26. De Tuya, M.,* M. Cook, M. K. Sutherland, and **L. F. Luna-Reyes** (2017). “Information Requirements to Create Public Value: Sharing and Opening Data to Address Urban Blight.” *Transforming Government: People, Process and Policy*. 11(1): 79-98
27. Styryn, E., **L. F. Luna-Reyes** and T. M. Harrison (2017). “Open Data Ecosystems: An International Comparison.” *Transforming Government: People, Process and Policy*. 11(1): 132-156
28. Picazo-Vela, S., M. Fernandez-Haddad, and **L. F. Luna-Reyes** (2016). “Opening the Black Box: Developing Strategies to Use Social Media in Government” *Government Information Quarterly*. 33(4): 693–704
<http://dx.doi.org/10.1016/j.giq.2016.08.004>
29. Zhang, J., H. Liu, D. S. Sayogo,* S. Picazo-Vela and **L. F. Luna-Reyes** (2016) “Strengthening Institutional-Based Trust for Sustainable Consumption: Lessons for Smart Disclosure” *Government Information Quarterly*. 33(3): 552–561
<http://dx.doi.org/10.1016/j.giq.2016.01.009>
30. Sayogo, D. S.,* W. Ran,* G. K. Tayi, J. S. Luciano, **L. F. Luna-Reyes**, N. Depaula,* H. Jarman, J. Zhang, J. Hrdinova, D. L. Andersen, D. F. Andersen, and T. Pardo (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)*. 3(2):86-108
31. Puron-Cid, G., J. R. Gil-Garcia and **L. F. Luna-Reyes** (2016) “Opportunities and Challenges of Policy Informatics: Tackling Complex Problems Combining Open Data, Technology and Analytical Tools.” *International Journal of Public Administration in the Digital Age (IJPADA)*. 3(2):66-85
32. Richardson, G. P., Black, L. J., Deegan, M., Ghaffarzadegan, N., Greer, D., Kim, H., **Luna-Reyes, L. F.**, MacDonald, R., Rich, E., Stave, K. A., Zimmermann, N.,

- and Andersen, D. F. (2015) "Reflections on Peer Mentoring for Ongoing Professional Development in System Dynamics." *System Dynamics Review*. 31(3):173-181
33. Luna, D. E., A. Duarte-Valle,* S. Picazo-Vela and **L. F. Luna-Reyes** (2015). "Digital governance and public value creation at the state level" *Information Polity: The International Journal of Government & Democracy in the Information Age*. 20(2-3):167-182
 34. Gutiérrez-Martínez, I., F. Duhamel, **L. F. Luna-Reyes**, S. Picazo-Vela and I. Huerta-Carvajal (2015). "The Role of Joint Actions in the Performance of IT Clusters in Mexico." *Competitiveness Review*. 25(2):156-178
 35. Sayogo, D. S.,* J. Zhang, **L. F. Luna-Reyes**, H. Jarman, G. K. Tayi, D. L. Andersen, T. Pardo and D. F. Andersen (2015) "Challenges and Requirements for Developing Data Architecture Supporting Integration of Sustainable Supply Chains." *Information Technology & Management*. 16(1):5-18
 36. **Luna-Reyes, L. F.** and J. R. Gil-Garcia (2014). "Digital Government Transformation and Internet Portals: The Co-Evolution of Technology, Organizations, and Institutions." *Government Information Quarterly*. 31(4):545-555
 37. Sayogo, D. S.,* J. Zhang, T. Pardo, G. K. Tayi, J. Hrdinova, D. F. Andersen, and **L. F. Luna-Reyes** (2014) "Going Beyond Open Data: Challenges and Motivations for Smart Disclosure in Ethical Consumption." *Journal of Theoretical and Applied Electronic Commerce Research (JTAER)*. 9(2): 1-16
 38. **Luna-Reyes, L. F.**, J. Zhang, A. Whitmore,* H. Jarman, S. Picazo-Vela, D. L. Andersen, G. K. Tayi, T. A. Pardo, D. S. Sayogo,* J. S. Luciano and D. F. Andersen (2014) "Full Information Product Pricing: An Information Strategy for Harnessing Consumer Choice to Create a More Sustainable World." *Communications of the Association for Information Systems* 34(1): Article 32 637-654. Available at: <http://aisel.aisnet.org/cais/vol34/iss1/32>
 39. Duhamel, F., I. Gutiérrez-Martínez, S. Picazo-Vela and **L. F. Luna-Reyes** (2014). "IT Outsourcing in the Public Sector: A Conceptual Model." *Transforming Government: People, Process and Policy*. 8(1): 8-27
 40. Picazo-Vela, S., P. N. Ramírez-Goñi* and **L. F. Luna-Reyes** (2013) "Comercio electrónico y emprendimiento: un análisis aplicando la teoría del comportamiento planeado" *RECAI Revista de Estudios en Contaduría, Administración e Informática*. 2(5):1-20
 41. **Luna-Reyes, L. F.**, Durán-Encalada, J. A., and Bandala, E. R. (2013). "Exploring Alternatives for Sustainable Development in Tamiahua Wetlands." *Journal of Entrepreneurship, Management and Innovation (JEMI)* 9(2):5-28
 42. **Luna-Reyes, L. F.** (2013) "Trust and Collaboration in Interorganizational Information Technology Projects in the Public Sector." *Gestión y Política Pública*. Special Issue on E-Government: 173-211
 43. **Luna-Reyes, L. F.**, Derrick, D., Langhals, B. and Nunamaker, J. (2013) "Collaborative Cross-Border Security Infrastructure and Systems: Identifying Policy, Managerial and Technological Challenges." *International Journal of E-Politics* 4(2): 21-38
 44. Luna, D. E., Gil-Garcia, J. R., **Luna-Reyes, L. F.**, Sandoval-Almazan, R. and Duarte-Valle, A.* (2013) "Improving the Performance Assessment of Government Web Portals: A Proposal using Data Envelopment Analysis (DEA)." *Information Polity: The International Journal of Government & Democracy in the Information Age*. 18(2): 169-187

45. **Luna-Reyes, L. F.**, Zhang, J., Roy, R., Andersen, D. F., Whitmore, A.,* and Andersen, D. L. (2013) “Information Strategies to Support Full Information Product Pricing: The Role of Trust.” *Information Polity: The International Journal of Government & Democracy in the Information Age*. 18(1): 75-91
46. Andersen, D. L., **L. F. Luna-Reyes**, V. Diker, L. J. Black, E. Rich, and D. F. Andersen (2012). “The Disconfirmatory Interview as a Strategy for the Assessment of System Dynamics Models.” *System Dynamics Review*. 28(3): 255-275
47. Picazo-Vela, S., I. Gutiérrez-Martínez and **L. F. Luna-Reyes** (2012). “Understanding Risks, Benefits, and Strategic Alternatives of Social Media Applications in the Public Sector.” *Government Information Quarterly*. 29(4): 504-511
48. **Luna-Reyes, L. F.**, J. R. Gil-Garcia, and G. Romero* (2012). “Towards a Multidimensional Model for Evaluating Electronic Government: Proposing a More Comprehensive and Integrative Perspective.” *Government Information Quarterly*. 29(3): 324-334
49. Duhamel, F. I. Gutiérrez-Martínez, S. Picazo-Vela and **L. F. Luna-Reyes** (2012). “The key role of interfaces in IT outsourcing relations.” *International Journal of Information Technologies and the Systems Approach*. 5(1): 37-56
50. Sandoval-Almazan, R., J. R. Gil-Garcia, **L. Luna-Reyes**, D. Luna-Reyes and G. Diaz-Murillo* (2011). “The use of Web 2.0 on Mexican State Websites: A Three-Year Assessment.” *Electronic Journal of e-Government*. 9(2): 107-121, available online at www.ejeg.com
51. **Luna-Reyes L. F.** and J. R. Gil-Garcia (2011). “Using Institutional Theory and Dynamic Simulation to Understand Complex E-Government Phenomena.” *Government Information Quarterly*. 28(3): 329-345
52. Sandoval Almazán, R., G. Díaz Murillo,* J. R. Gil-García and **L. F. Luna-Reyes** (2010). “Web 2.0 en los Portales Estatales en México: Una Primera Aproximación” *Revista de Administración Pública RAP 121*. 45(1): 91-111. Translated into English in the same Journal as “Evaluation of the Web 2.0 in the state sites in Mexico” *Revista de Administración Pública RAP 121*. 45(1): 201-220
53. **Luna-Reyes, L. F.**, J. R. Gil-García and R. Sandoval Almazán (2010). “Reflections about Internet Government Portals Evaluation” (In Spanish: Reflexiones sobre la Evaluación de los Portales de Gobierno en Internet). *Espacios Públicos*. 13(27):67-78
54. **Luna-Reyes, L. F.**, J. M. Hernández García* and J. R. Gil-Garcia (2009). “Towards a Model of the Determinants of the Success of State Government Portals in Mexico” (In Spanish: Hacia un Modelo de los Determinantes de Éxito de los Portales de Gobierno Estatal en México). *Gestión y Política Pública*. XVIII(2):307-340
55. Gil-Garcia, J. R. and **L. F. Luna-Reyes** (2008). “A Brief Introduction to Electronic Government: Definition, Applications and Stages” *Revista de Administración Pública RAP 116*. 43(2): 221-241. Translated into Spanish in the same Journal as “Una Breve Introducción al Gobierno Electrónico: Definición, Aplicaciones y Etapas” *Revista de Administración Pública RAP 116*. 43(2): 49-71
56. **Luna-Reyes, L. F.**, J. R. Gil-Garcia, T. Pardo, L. Zheng and J. Zhang (2008). “North American Digital Government Working Group: Initial Steps in the

- Development of a Comparative and Transnational Agenda” *Revista de Administración Pública RAP 116*. 43(2): 311-322. Translated into Spanish in the same Journal as “Grupo de Investigación sobre Gobierno Digital en América del Norte: Pasos Iniciales en el Desarrollo de una Agenda de Investigación Comparativa y Transnacional” *Revista de Administración Pública RAP 116*. 43(2): 149-162. Published in Chinese as Zheng, L., J. Zhang, T. Pardo and L. F. Luna-Reyes (2008) 北美数字政府跨国工作组及其研究初步 进展 (North American Digital Government Working Group and Its Initial Steps in Research), *电子政务 E-government*, 10:119-125
57. **Luna-Reyes, L. F.**, L. J. Black, A. M. Cresswell and T. A. Pardo (2008). “Knowledge-sharing and Trust in Collaborative Requirements Analysis” *System Dynamics Review*. 24(3): 265-297
 58. Kopainsky, B. and **L. F. Luna-Reyes** (2008). “Closing the Loop: Promoting Synergies with other Theory Building Approaches to Improve System Dynamics Practice” *Systems Research and Behavioral Science*. 25(4): 471-486
 59. **Luna-Reyes, L. F.**, J. R. Gil-Garcia and M. Estrada-Marroquín* (2008). “The Impact of Institutions on Interorganizational IT Projects in the Mexican Federal Government” *International Journal for Electronic Government Research*. 4(2): 27-42
 60. **Luna-Reyes, L. F.**, J. R. Gil-Garcia and C. B. Cruz* (2007). “Collaborative Digital Government in Mexico: Some Lessons from Federal Web-Based Interorganizational Information Integration Initiatives.” *Government Information Quarterly*. 24(4): 808-826
 61. **Luna-Reyes, L. F.**, J. R. Gil-Garcia, and C. B. Cruz* (2007). “E-Mexico: Collaborative Structures in Mexican Public Administration.” *International Journal of Cases on E-commerce*. 3(2): 57-74. Reprinted in G. D. Garson y M. Khosrow-Pour (Eds.), (2008) *Handbook of Research on Public Information Technology*, Idea-Group Publishing, Hershey, PA. pp. 873-888, and in A-V. Anttiroiko (Ed.), (2008) *Electronic Government: Concepts, Methodologies, Tools, and Applications*, Information Science Reference, Hershey, PA. pp. 200-216
 62. **Luna-Reyes, L. F.**, I. J. Martinez-Moyano, T. A. Pardo, A. M. Cresswell, D. F. Andersen, and G. P. Richardson (2006). “Anatomy of a Group Model Building Intervention: Building Dynamic Theory from Case Study Research.” *System Dynamics Review*. 22(4): 291-320
 63. **Luna-Reyes, L. F.**, J. Zhang, J. R. Gil-García and A. M. Cresswell (2005). “Information Systems Development as Emergent Socio-Technical Change: A Practice Approach.” *European Journal of Information Systems*. 14(1): 93-105
 64. **Luna-Reyes, L. F.** and D.L. Andersen (2003). “Collecting and analyzing qualitative data for system dynamics: methods and models.” *System Dynamics Review*. 19(4): 271-296

GUEST EDITORIALS IN PEER-REVIEWED JOURNALS

1. **Luna-Reyes, L. F.** and J. Zhang (Forthcoming 2023) “Public Value Creation Through Information Technologies in Government.” (Guest Editorial) *Transforming Government: People, Process and Policy*. 17(2):
2. Zhang, J., **L. F. Luna-Reyes**, H. Jarman, and G. K. Tayi (2015) “Information systems to support sustainable consumption and sustainable supply.” (Guest Editorial) *Information Technology & Management*. 16(1):1-4

3. Zhang, J., **L. F. Luna-Reyes** and S. Mellouli (2014) “Transformational digital government.” (Guest Editorial) *Government Information Quarterly*. 31(4):503-505
4. Mellouli, S., **L. F. Luna-Reyes** and J. Zhang (2014) “Smart Government, Citizen Participation and Open Data.” (Guest Editorial) *Information Polity: The International Journal of Government & Democracy in the Information Age*. 19(1-2):1-4
5. **Luna-Reyes, L. F.**, Bertot, J. C. and Mellouli, S. (2014) “Open Government, Open Data and Digital Government.” (Guest Editorial) *Government Information Quarterly* 31(1):4-5
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 45. Janssen, M., A. M. Cresswell, and **L. F. Luna-Reyes** (2005). “Modelling Methods for Information Integration: Comparative Cases in e-Government.” *Presented at eChallenges e-2005 Conference*. 19 - 21 Octubre, 2005. Ljubljana, Slovenia. **BEST PAPER AWARD**.
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PRESENTATIONS IN PEER-REVIEWED CONFERENCES

* *Current or former student*

+ *Presenter, when different from Luna-Reyes*

1. Poltie, B. M.,*+ E. S. Udoh*+ and **L. F. Luna-Reyes** (2020) “Understanding Smart City Projects and Priorities across Large, Medium and Small Cities in the United States” *dg.o '20, June 15–19, 2020, Seoul*.
2. Ahn, M., J. Lecy, **L. F. Luna-Reyes**, J. R. Gil-Garcia, S. Greenberg, Y. Chen, S. Bretschneider (2019) “Artificial Intelligence and Big Data: An Agenda for Public Affairs Research and Education” *NASPAA Conference Panel*. Los Angeles, CA, October 16-18, 2019.
3. **Luna-Reyes, L. F.**, Y. Chen, A. Eckerd, J. Maurer, T. Schenk, J. Carboni, Y. Kim (2019) “Systems Thinking and Simulation to Promote Innovation in Public Affairs” *NASPAA Conference Panel*. Los Angeles, CA, October 16-18, 2019.
4. **Luna-Reyes, L. F.**, Luna, D. E., S. Picazo, J. R. Gil-Garcia, G. Puron-Cid, and R. Sandoval Almazan (2019). “Understanding Public Value Creation in the Delivery of Electronic Services.” *ASPA 2019 Annual Conference*. Washington, DC, March 8-12, 2019.
5. **Luna-Reyes, L. F.**, E. Martin, D. Siegel, and G. Porumbescu (2018) “Information and Data Literacy for Good Governance in the MPA Curriculum” *NASPAA Conference Panel*. Atlanta, GA, October, 2018.
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7. Chen, G.,+ H. Kang* and **L. F. Luna-Reyes** (2017) “Key Determinants of Online Financial Transparency: A Technology–Organization–Environment Framework” *Association for Budgeting and Financial Management (ABFM) Annual Conference*. Washington, DC, September 30, 2017.
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9. Avila-Maravilla, M.,*+ and **Luna-Reyes, L. F.** (2017). “The Influence of the Institutional Arrangements on the Success of Government Web Portals.” *18th Annual International Conference on Digital Government Research* (pp. 576–577). June 7-9, 2017. Staten Island, NY. ACM.
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65. **Luna-Reyes, L. F.**, M. Mojtahedzadeh, D. F. Andersen,+ G. P. Richardson, T. A. Pardo, B. Burke, Y.-j. Wu, A. M. Cresswell, T. Bodor, D. S. Canestraro, S. Dawes, F. Demircivi, C. Schneider and F. Thompson (2004). “Scripts for Interrupted Group Model Building: Lessons from Modeling the Emergence of Governance Structures for Information Integration across Government Agencies.” *International Conference of the System Dynamics Society*, Oxford, UK, System Dynamics Society.
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69. **Luna, L. F.** y Andersen, D. L. (2002) “Using Qualitative Methods in the Conceptualization and Assessment of System Dynamics Models”. *2002 System Dynamics Research Conference, Palermo, Italy*: System Dynamics Society, Albany, NY, 2002.
70. Cresswell, A., Black, L. Canestraro, D., Cook, M., Pardo, T., Thompson, F., **Luna, L.**, Martinez, I. Andersen, D.+ and Richardson, G. (2002) “Evolution of a Dynamic Theory of Collaboration: Modeling Intergovernmental Use of Information Technology”, *2002 System Dynamics Research Conference, Palermo, Italy*: System Dynamics Society, Albany, NY, 2002.
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73. Martinez, I. and **Luna, L.** (2001) “The Dynamics of Best Practices: A Structural Approach”. *2001 System Dynamics Research Conference, Atlanta GA*: System Dynamics Society, Albany, NY. **HONORABLE MENTION AS ONE OF THE BEST STUDENT PAPERS.**

CURRENT RESEARCH SUPPORT

Title: Investing in rural economic development in New York State: an evaluation of New York's REDC funding mechanism for rural communities, rural entrepreneurs, and local food systems
Agency: Ewing Marion Kauffman Foundation
PI: Roggio
Role: Co-PI
Amount: \$ 402,618 usd
Date: 2022-2025

In this project we evaluate the degree to which funding to support entrepreneurship in New York's rural communities has been effective: does it represent an effective architecture, designed to help rural regions thrive? Why or why not? And what are particular challenges faced by rural entrepreneurs?

Title: An Investigation of Food System Localization Efforts in New York Municipalities: Projects, practices and policies
Agency: NYS Health Foundation
PI: Roggio
Role: Co-PI
Amount: \$ 150,000 usd
Date: 2022-2022

This project addresses local food systems through a different entry point: we will investigate the degree to which New York State municipalities have addressed local food system challenges, what guidance has been provided to transition communities toward a more localized food systems, and identify impactful and robust policy leverage points.

COMPLETED RESEARCH SUPPORT

Title: Elections Future: Exploring Security and Resiliency on the NYS Voter Registration System
Agency: NY State Board of Elections
PI: Cook
Role: Subject Matter Expert
Amount: \$ 310,000 usd
Date: 2021-2021

In this project, we explore alternatives to improve security and resiliency of the NYS Voter Registration System. I particularly worked in identifying key processes and security issues across county boards of elections. My participation involves 3 weeks of effort as SME.

Title: FRAP B: Engaging Citizens with Financial Information: Understanding Main Components of the Perception of Fiscal Stress
Agency: The Research Foundation, SUNY
PI: Luna-Reyes
Amount: \$ 2,237 usd
Date: 2020-2021

In this project, we follow an experimental approach to explore the effectiveness of best practices of presenting fiscal information to citizens in open data and open budget websites. We explore how different visualizations influence citizen understanding of government financial situation and their engagement in exploring policy proposals.

Title: Food systems in crisis: dynamic local foodsheds as safety nets
Agency: The Research Foundation, SUNY
PI: Luna-Reyes
Amount: \$ 8,250 usd

Date: 2020-2021

The seed Money provided through this grant is related to a set of research proposals focusing on building a better understanding of local food markets and local supply chains to better inform policy to promote more sustainable and resilient local food systems.

Title: Developing a New York State Data Strategy Roadmap and Framework

Agency: NY State IT Services

PI: Pardo

Role: Subject Matter Expert

Amount: \$ 209,288 usd

Date: 2018-2019

We worked with NYS ITS to develop a vision and strategic goals to manage data resources within the State Government. In addition, we applied the Data Management Body of Knowledge (DMBOK) to explore the current maturity of data management practices in State Agencies, developing a set of recommendations to achieve the vision.

Title: Opportunities and Challenges in Promoting Innovation with Open Data

Agency: IBM Center for The Business of Government

PI: Luna-Reyes

Amount: \$ 5,000 usd

Date: 2017

In this project, I used a set of federal agencies as case studies to better understand the current progress of the Open Data policy in the US, and explored alternative ways of pushing the policy forward.

Title: IT-Outsourcing Models in the Public Sector

Agency: National Council for Science and Technology (CONACYT, México no. 242358)

Co-PIs: Duhamel, Luna-Reyes, Gutierrez-Martinez, Picazo

Amount: \$ 1,119,345 mx

Date: 2015 – 2018

In this project we explored critical success factors and processes in Information Technology outsourcing at the State level. The project included two phases; in phase 1, we studied IT outsourcing projects in several States in central and southern Mexico, which resulted in a series of propositions about the role of contracts as work interfaces. We then tested the propositions through a national survey to IT managers at the State level.

Title: Value Creation and State Government Portals in Mexico

Agency: National Council for Science and Technology (CONACYT, México no. 240992)

Co-PIs: Luna, Luna-Reyes, Gil-Garcia, Puron-Cid, Sandoval-Almazan

Amount: \$ 993,265 mx

Date: 2015 – 2017

In this project we studied the perception of value created through electronic services from the perspective of the citizens. Guided by models of information seeking behavior on electronic environments, we run focus groups with citizens in 4 different states in Mexico to better understand their perception of service delivery, the role of technology and the main sources of value. Based on the initial findings, we applied a national phone survey to test hypotheses on the relationships between value, system quality, information quality and citizen satisfaction.

Title: I-Choose: Construyendo Redes de Intercambio de Información para Mejorar Procesos de Decisión de Compras de Los Consumidores

Agency: National Council for Science and Technology (CONACYT, México no. 171118)
Co-PIs: Luna-Reyes, Duhamel, Picazo, Gutierrez-Martinez
Amount: \$ 300,000 mx
Date: 2012-2013

In this project we investigated data standards to share trusted Information about producto certifications under a diversity of government and private certification labels for organic and fair trade products. Potential standards were assessed in collaboration with non-profits and Government agencies producing or certifying coffee products.

Title: Full Information Product Pricing (FIPP) Regimes: Policy Implications for US-Mexico Sustainable Commerce

Agency: Puentes Consortium
Co-PIs: Luna-Reyes, Derrick
Amount: \$ 12,500 usd
Date: 2011-2012

Short project where we designed a technology architecture to share trusted information throughout the supply chain of fair trade products.

Title: Full Information Product Pricing (FIPP): ICT Strategies to promote local and regional development

Agency: National Council for Science and Technology (CONACYT, México no. 133670 and 84082)
PI: Luna-Reyes
Amount: \$ 130,000 mx in phase 1 and \$ 754,800 mx in phase 2
Date: 2008-2009 and 2011-2013

In this project we researched governance mechanisms of supply chains of certified products, including a variety of organizations (co-ops, medium individual producers, large corporations) and a diverse set of labels sponsored by government organizations, private corporations or international non-profits.

Title: Electronic Government Model for Mexican Municipalities

Agency: INFOTEC
Co-PIs: Luna-Reyes, Gil-Garcia
Amount: \$ 3'055,500 mx
Date: 2009-2011

This project developed a model technology architecture to develop digital government at the municipal level. The model was the result of a research of best and current practices for managing information and information technology services, a series of workshops with municipal CIOs in Mexico to explore key services and requirements, a national citizen survey to understand citizen perception of the value of local services, and a set of 3 case studies of successful municipalities.

Title: Interorganizational Collaboration and State Government Portals Performance in Mexico

Agency: National Council for Science and Technology (CONACYT, México no. 107154 and 84735)
Co-PIs: Luna-Reyes, Gil-Garcia
Amount: \$ 130,000 mx in phase 1 and \$ 750,744 mx in phase 2
Date: 2008-2009 and 2009-2012

Using institutional theory and theories of interorganizational collaboration, we explored the relationships between institutions, organizational capabilities and success of electronic services provided through State Government portals.

Title: Feasibility of the Development of an IT Center in Puebla, Mexico
Agency: National Council for Science and Technology (CONACYT, México no. FOMIX-109125)
Co-PIs: Luna-Reyes, Gutierrez-Martinez, Duhamel, Picazo, Huerta-Carvajal
Amount: \$ 239,568 mx
Date: 2009-2010

In this project we developed a policy brief and a market analysis for the establishment of a government-sponsored information technology hub in the city of Puebla Mexico. The brief considered the local IT market conditions, as well as strategies adopted in Guadalajara, Queretaro and Monterrey, key technology clusters in different areas of development.

Title: Border Security Infrastructure and Systems
Agency: Puentes Consortium
Co-PIs: Luna-Reyes, Nunamaker
Amount: \$ 3,500 usd
Date: 2009

Short white paper describing governance mechanisms for collaboration and technology tools to support a border security infrastructure at the Mexico-US border.

Title: 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
Agency: National Council for Science and Technology (CONACYT, México no. I0110/127/08)
PI: Luna-Reyes
Amount: \$ 111,650 mx
Date: 2008-2009

Travel grant to support the development of an international working group involving researchers from Mexico, US and Canada. The grant provided additional support for Mexican researchers as a supplement to an NSF grant.

Title: 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
Agency: National Science Foundation
PI: Dawes, Gregg
Role: Co-Chair of working group receiving sub-award
Amount: \$ 73,430 usd
Date: 2007-2009

Travel grant to support the development of an international working group involving researchers from Mexico, US and Canada. The main goal was to develop a research agenda for the three countries. The project resulted in two major research areas in Smart Cities and Information Sharing in transnational supply chains.

Title: White Paper for the Information Society in Mexico: e-Economy
Agency: e-México National Coordination
PI: Luna-Reyes
Amount: \$ 139,944 mx

Date: 2008

White paper presenting a descriptive image of the level of digitalization of the private sector in Mexico, including the development of the Information Technology sector, and human resources. The paper used census data and data from a phone interview with CEOs of small and medium organizations.

Title: Towards a Multi-Dimensional e-Government Evaluation Model for Latin America and the Caribbean

Agency: UN-ECLAC
Co-PIs: Luna-Reyes, Gil-Garcia
Amount: \$ 9,000 usd
Date: 2006

White paper where we developed a framework to assess the level of development of digital government of the central governments in Latin America and the Caribbean.

Title: Electronic Government and Interorganizational Collaboration: The Mexican Case

Agency: National Council for Science and Technology (CONACYT, México no. SEP-2004-C01-46507)
Co-PIs: Luna-Reyes, Gil-Garcia
Amount: \$ 397,750 mx
Date: 2005-2007

In this project we explored organizational factors and institutional arrangements as well as their impact in the success of the e-Mexico program, a major national policy to promote the information society in Mexico with emphasis on four domains, Economic development, Health, Education and Government transactional services.

TEACHING AND MENTORING

University at Albany, Courses Taught

2020- *Business Dynamics: Simulation Modeling* (PAD/ITM 624, graduate)
2020 *Freshmen Seminar* (FSP 100, undergraduate)
2019- *Public Service Internship Seminar* (PAD509)
2018- *Computer Modeling for Decision Support* (PAD 204, undergraduate)
2017- *Information and Public Policy* (PAD 655/INF 724/IST 560, graduate)
2016- *Data, Models and Decisions* (PAD 504, graduate)
2016-2018 *Research Seminar* (INF 711-714, doctoral)
2016 *Simulation for Policy Analysis and Design* (PAD 724, graduate)
2015-2016 *Research Methods for Informatics*, (INF 200, undergraduate)
2015 *LLC World of Technology* (FSP 102. undergraduate)
2015 *Strategy and Systems Thinking* (PAD 524, graduate)
2002-2003 *Information Decision Systems* (ITM 330, undergraduate).
2001-2002 *Introduction to Programming with Java* (PAD/INF 523, graduate)

University at Albany, Executive Education

2021 *NYS Municipal Clerks Institute – Summarizing Data Meaningfully*
2017- *Leadership Institute - Systems Thinking: Concepts and Applications*

Universidad de las Américas Puebla, México, Courses Taught

- 2017- *Research Capstone*, (MNE 5132, graduate online)
2018 *Decision Analysis* (MNE 5112, graduate online)
2010-2014 *Introduction to MIS* (BA 230, undergraduate)
2010-2014 *Business Simulation* (BA 420, undergraduate)
2006-2014 *Introduction to Information Technology* (TI 100, undergraduate)
2005-2014 *Dynamic Modeling and Simulation* (BA 560, graduate)
2004-2014 *E-Business* (AD 524, graduate)
2004-2014 *Information Management* (AD 512, graduate)
2006-2008 *Knowledge Management and the Learning Organization* (AD 530, graduate)
2007-2010 *E-Business* (BA 330, undergraduate)
2004-2009 *Knowledge Management* (AD 446, undergraduate)
1999-2000 *Introduction to System Dynamics* (AD 420, undergraduate)
1998-2000 *Systems Thinking* (AD 300, undergraduate)
1993-2000 *Mathematics for Business* (MA 114, undergraduate)
1996 *Introduction to Statistics* (MA 115, undergraduate)
1997 *Calculus* (MA 130, undergraduate)
1992-1993 *College Algebra* (MA 010, undergraduate)

Universidad de las Américas Puebla, México, Executive Education

- 2007 *Tools for Effective Decision Making*
2007 *E-Business*
2006 *Internet Marketing*
2005-2008 *Information Management* (Executive MBA)
2005 *Dynamic Modeling and Simulation* (Executive MBA)

Workshops and other Teaching Experience

- 2014 *Digital Government and Public Policy*, Infotec, México (MA in Digital Government)
2010 *e-Government Research and e-Government in Mexico*, Ecole Polytechnique Federale de Lausanne, Switzerland, Universidad Cristobal Colon, México (MA in Digital Government)

Doctoral Dissertation Committees

- 2021- Thora Knight (Committee Member) “Regulation of Privacy Concerns (RoPC) in Online Behavioral Advertising” University at Albany, USA
2021- Mariana Torres Arroyo (Committee Member) “Rescuing fresh produce and preventing the waste of food for food security and environment” University at Albany, USA
2020-2022 Kiesel, Andre (Committee Member) “Evaluating the Potential Impact of Expedited Partner Therapy for Chlamydia and Gonorrhea and Barriers to Implementation and Scale-up” University at Albany, USA
2021-2022 Bahareh Ansari (Committee Member) “User-Centered Design in Public Health Data Visualizations: Optimizing the Dissemination of Public Health Data to Generate Action” University at Albany, USA

- 2019-2022 Udoh, Emmanuel (Committee Member) “An Exploratory Study on Fairness Issues in Algorithmic Policing Systems” University at Albany, USA
- 2018-2021 Sun, Hao (Chair) “Organization Change and Institutional Environment – Employee Influence and Financial Management of Public Retirement Systems” University at Albany, USA.
- 2018-2021 Zhao-Yerden, Xiaoyi (Chair) “An Investigation on Open Government Data Utilization and Impact: Influential Factors and Stakeholders” University at Albany, USA
- 2019-2021 Kang, Hyewon. (Committee Member) “Can Transparency Transform Governments? Effects of Financial Information Disclosure on Management, Citizens, and Elected Officials” University at Albany, USA
- 2019-2021 McGaughan, Jim (Committee Member) “How Ignoring Prior Probabilities Negatively Impacts Merger and Acquisition (M&A) Decision Making” University at Albany, USA
- 2018-2021 Buchan, Kevin (Co-Chair) “Using Machine Learning to Predict High Utilizers of Healthcare Services” University at Albany, USA
- 2019-2020 Reggi, Luigi (Committee Member) “Open Government Data strategies for better inclusiveness of governance networks” University at Albany, USA.
- 2018-2020 DePaula, Nic (Committee Member) “Information, politics and government communication: Discourse analyses of the U.S. Environmental Protection Agency on Twitter” Ph.D. Dissertation. University at Albany, USA.
- 2018-2020 Bahaddin, Babak (Committee Member) “Using Systems Archetypes and Generic Structures to Support Water Resource Management Studies: The Case of Cropping Pattern Change in New Mexico State” University at Albany, USA.
- 2017-2019 Najafabadi, Mahdi (Chair) “Modeling an Open Data Ecosystem: The Case of Food Service Establishments Inspection in New York State,” University at Albany, USA.
- 2016-2018 Dumas, Catherine (Committee Member) “The Dynamics of E-petitioning Behavior in We the People: An Exploration of Online Mobilized Collective Action,” Ph.D. Dissertation. University at Albany, USA.
- 2015-2016 Hagen, Loni (Committee Member) “Topic Modeling for E-petition Content Analysis: Interpreting Petitioners' Policy Priorities,” University at Albany, USA.
- 2014-2016 Ran, Weijia (Committee Member) “Overcoming barriers to the diffusion of a unified certification framework in support of sustainable development: strategies and policies to build the critical mass”, University at Albany, USA.
- 2011-2013 Sayogo, Djoko S. (Committee Member) “Modeling incentives to disclose: Smart disclosure policy, private sector transparency and demanded disclosure”, University at Albany, USA.
- 2010-2013 Jiménez Munguía, Maria del Carmen (Chair) “Assessing Factors That Impact Students’ Learning when using Business Simulation Games”, UDLA-Puebla, México.

- 2010-2012 Patiño Calderon, Carlos A. (Committee Member) “Awakening the Digital Mexico: A Governance Strategy for a Smart Nation”, ITESM, Mexico City, Mexico.
- 2009-2012 Galindo, Erika (Committee Member) “Export Obstacles and Social Networks: Latin American Experiences”, Johannes Kepler University
- 2008-2010 Fernandez Haddad, Marilu (Committee Member) “Understanding the effectiveness of social marketing programs”, Johannes Kepler University

Doctoral Candidacy Committees, University at Albany

- 2022- Paiva, Carlos (Chair)
- 2021- Gao, Lu (Chair)
- 2021-2022 Jeffcoat, Sabrina (Committee Member)
- 2019-2021 Knight, Thora (Chair)
- 2019-2021 Ezung, Chanchilo (Committee Member)
- 2019-2022 Liu, Xiaomai (Chair)
- 2017-2022 Avila-Maravilla, Martha (Chair)
- 2020 Ansari, Bahare (Committee Member)
- 2019-2020 Udoh, Emmanuel (Committee Member)
- 2019 Reggi, Luigi (Committee Member)
- 2018-2019 Kang, Hyewon (Committee Member)
- 2017-2019 Bahaddin, Babak (Committee Member)
- 2017-2018 Najafabadi, Mahdi (Chair)
- 2015-2017 Yerden-Zhao, Xiaoyi (Chair)

Master Thesis

- 2020 Havas, D. (Committee Member) “Analyzing Pre-Farm Gate Practices and Policies for a Sustainable Sheep Farm Enterprise Using System Dynamics: Focusing on Fiber Production and Marketing”, Cornell University, USA
- 2016 Flores Zuñiga, M. A. (Committee Member) “Desarrollo de Gobierno Electrónico: un modelo integral de Usuarios-Gobierno. Estudio a nivel subnacional de México, 2012-2014,” Facultad Latinoamericana de Ciencias Sociales Sede Académica México, Mexico City.
- 2013 López Agis, J. A. (Chair) “Leyes, Influencia Política y Tecnología: Factores para promover la transparencia en el estado de Jalisco” In Spanish. MBA Thesis UDLA-Puebla, México.
- 2012 Mar, Carlos (Chair) “Estudio Exploratorio sobre el Potencial de Crecimiento de un Clúster de Tecnologías de Información en la Zona Metropolitana de la Ciudad de Puebla” In Spanish. Master Thesis, M. Sc. Industrial Engineering. UDLA-Puebla, México.
- 2011 Gómez, D. (Chair) “Experimentos de Simulación y Clústers Industriales” In Spanish. Master Thesis, M. Sc. Industrial Engineering. UDLA-Puebla, México.
- 2010 Méndez, R. S. (Chair) “Puebla State Government Portal: A Case Study” In Spanish. Master Thesis, Business Administration. UDLA-Puebla, Mexico.

- 2010 Cruz, P. A. (Chair) “Evaluation of the Municipal Government Portal in Puebla, Mexico” In Spanish. Master Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2008 Cruz, C. B. (Chair) “Institutional Arrangements and Enacted Technology in Collaborative Projects in the Federal Mexican Government.” In Spanish. Master Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2007 Macías, C. (Chair) “Best Practices in Software Requirement Analysis: Towards a Methodological Proposal.” In Spanish. Master Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2006 Lopez Hernández, A. (Chair). “The Effect of Campaign Expenditures on Citizen Voting for the Federal Elections in Mexico, 2006.” In Spanish. Master Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2006 Estrada Marroquín, M. (Chair). “The impact of Institutions on IT- intensive Interorganizational Projects in the Mexican Federal Government.” In Spanish. Master Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2006 Morán Rodríguez, V. M. (Chair). “Success Factors in using and developing information technology in Government: a Contingent Approach.” In Spanish. Master Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2006 Hernández, J. M. (Chair). “Towards a Model to Understand Success Factors on e-Government State Portals in Mexico.” In Spanish. Master Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2005 Von Raesfeld, A. (Chair) “Collaboration and Knowledge Sharing in Cross-Boundary Collaboration in Technical Development at Volkswagen Germany and Mexico.” In Spanish. Master Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2005 Arista, A. and Huerta, J. A. (Chair) “Smart IT Decisions for SMEs.” In Spanish. Master Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2005 Chevalier, G. and Cocoltzi, H. (Chair) “Trust and Electronic Transactions: a Dynamic Model.” In Spanish. Master Thesis, Business Administration. UDLA-Puebla, Mexico.

Undergraduate Thesis

- 2014 D’Luna Paredes, J. E. (Chair) “Evaluación de calidad en los portales web gubernamentales a nivel estatal en México”, In Spanish. Undergraduate Thesis, Business Administration-MIS. UDLA-Puebla, Mexico.
- 2014 Martínez Pineda, O. (Chair) “Análisis del proceso de verificación del nivel de satisfacción de los usuarios sobre la calidad en los servicios llevados a cabo en Centro Nacional de Atención Ciudadana”, In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2014 Méndez Sansores, M. (Chair) “Incentivos y barreras de la implementación de una plataforma de intercambio de información para el consumidor de café”, In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2014 Espinosa, X. R. (Chair) “Análisis de viabilidad para la creación de un repositorio digital de documentos de trabajo generados por los profesores de la UDLAP”, In Spanish. Undergraduate Thesis, Business Administration-MIS. UDLA-Puebla, Mexico.
- 2013 García Arroyo, G. (Chair) “Integración y Apertura de la Información en la Cadena de Suministro del Café” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.

- 2013 Del Moral Rivera, D. (Chair) “Incentivos y Barreras para Compartir Información en la Cadena Productiva del Café” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2013 Ruz Escobar, C. y Catalán Catalán J. (Chair) “Evaluación del Gobierno Electrónico en México” In Spanish. Undergraduate Thesis, Business Administration-MIS. UDLA-Puebla, Mexico.
- 2012 De la Rosa, R. (Chair) “Evaluación del impacto de los portales web de gobierno estatal en México” In Spanish. Undergraduate Thesis, Business Administration-MIS. UDLA-Puebla, Mexico.
- 2011 López Espinosa, J. D. (Chair) “Hacia una Ontología de Certificación Orgánica: el Caso de I-Choose” In Spanish. Undergraduate Thesis, Business Administration-MIS. UDLA-Puebla, Mexico.
- 2011 Torres, D. A. y Del Moral, J. L. (Chair) “Desarrollo de Estrategias para Empresas Basadas en Sistemas de Simulación Dinámica”. In Spanish. Undergraduate Thesis, Business Administration-MIS. UDLA-Puebla, Mexico.
- 2011 Mandujano Morales, O. y Parra Arévalo, J. (Chair) “Assessing the Functionality of State Portals in Mexico” In Spanish. Undergraduate Thesis, Business Administration-MIS. UDLA-Puebla, Mexico.
- 2011 González Martínez, S. (Chair) “Usability of State Web Portals in Mexico: The case of Puebla” In Spanish. Undergraduate Thesis, Business Administration-MIS. UDLA-Puebla, Mexico.
- 2010 Gómez, A. (Chair) “Web 2.0 in Government” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2010 Piekarski, N. (Chair) “Assessing the Functionality of State Portals in Mexico” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2010 Flores Bornn, G. y Ovalle Aguilar, L. (Chair) “Developing a Business Plan for a valet Parking Service” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2009 Dominguez, S. (Chair) “Challenges and Opportunities for Alternative Markets: The Case of Mexican Coffee” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2009 Rodriguez, V. (Chair) “Public Relations Plan for the Sport Teams at Universidad de las Americas Puebla” In Spanish. Undergraduate Thesis, Communications. UDLA-Puebla, Mexico.
- 2009 Olalde, E. (Chair) “Application of the News Vendor Problem to the Restaurant Industry” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2009 Rivera, J. (Chair) “Business Case for: Distribuidora Ford Córdoba Automotriz.” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2009 García, L. (Chair) “Assessing State Government Portals in Mexico.” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.

- 2009 Reyes, O. (Chair) "Assessing Municipal Government Portals in Mexico as tools for City Marketing" In Spanish. Undergraduate Thesis, Marketing. UDLA-Puebla, Mexico.
- 2008 Porquillo E. and Ramírez J. (Chair) "Assessing Student Learning from their Participation in Management Simulation Games at the University Level." In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2008 Díaz G. (Chair) "Assessing Functionality Levels in State Government Internet Portals in Mexico." In Spanish. Undergraduate Thesis, Communications. UDLA-Puebla, Mexico.
- 2008 Ungur, E. (Chair) "Nielsen Soap Opera for the Latin Market in the USA." In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2008 Espinosa, R. and Martínez, A. (Chair) "Institutional Factors and Service Quality in the Universal Services Kiosks in the city of Puebla." In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2008 Portillo, H. A. (Chair) "IT Strategy at the Local Level." In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2007 Loredó, H. (Chair) "Smart IT Investment Model for Apple Vacations CRM." In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2007 Linares, D. (Chair) "Evaluation Model por the Community Plazas Program." In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2007 Canales, J.A. (Chair) "A Case Study in the Labor Observatory Portal in Mexico." In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2007 Palacios, C. and Ordaz, J. (Chair) "Government Procurement and Information Technology: Compranet in Mexico." In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2007 Huerta, J. and Tolama, F. (Chair) "Chemdex Case Study." In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2007 Cervantes, G. and Delgado, A. (Chair) "User Acceptance and On-line Graduate Programs." In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2007 Díaz, N. and Uchida, N. (Chair) "Information Systems Use in Regional SMEs: a Comparative Analysis." In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2007 Serrano, A. (Chair) "Sharepoint Faculty Acceptance at the Universidad de las Americas-Puebla." In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2007 Romo, T. (Chair) "Neoris Project - Casa Azul, A.C." In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2006 Ávila, V. and Munive, S. (Chair). "A Proposal for the Implementation of a Balanced Scorecard in SMEs." In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2005 Prieto, M. A. and Ramos Priego, M. (Chair) "Information Technologies and the New Public Management: Using State Portals to Promote Access to

- Information.” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2005 Limón, C. and Romero, R. (Chair) “Desertion in Virtual Communities: Mercado Libre Case Study.” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2005 De la Rocha, A. and Ruiz, O. (Chair). “Knowledge Transfer and Boundary Objects in the Creation of Franchises.” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2005 García Miranda, S. and Machorro, J. L. (Chair). “Dynamic Hypothesis for the International Management Simulation Game.” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.

Other Academic Advising

- 2019- Academic Adviser for undergraduate students in Public Policy
- 2016- Academic Adviser for MPA, Certificate of Graduate Studies, and non-degree graduate students
- 2017-2018 Student Organization Advisor, Information Science Graduate Student
- 2016-2019 Academic Adviser for all first-year Information Science doctoral students

UNIVERSITY AND PROFESSIONAL SERVICE

Professional Service

- 2020-2023 Network of Schools of Public Policy, Affairs, and Administration – Member of the Executive Committee
- 2022-2023 Digital Government Society – Past-President
- 2022- ACM Digital Government: Research and Practice – Associate Editor
- 2014- International Journal of Public Administration in the Digital Age (IJPADA) – Member of the Editorial Review Board
- 2014- Journal of Theoretical and Applied Electronic Commerce Research – Editorial Board Member
- 2012- Government Information Quarterly – Member of the Editorial Board
- 2010- System Dynamics Review – Associate Editor
- 2008- Consejo Nacional de Ciencia y Tecnología, CONACYT, Mexico – Member of Project Review Boards
- 2020-2021 ACM Digital Government: Research and Practice – Editorial Review Board
- 2020-2021 Digital Government Society – President
- 2020-2021 International Conference on Digital Government Research – Conference Chair
- 2020 National Research System – Review Panel
- 2019 International Conference on Digital Government Research – Workshops and Tutorial Chair
- 2019 American Conference for Information Systems, Association for Information Systems, USA – Associate Editor
- 2018-2019 Digital Government Society – President Elect
- 2017-2019 Hawaiian International Conference on System Sciences – Minitrack Chair, Digital Government Services
- 2014-2020 International Journal of Information Communication Technologies and Human Development (IJCTHD) – Member of the Editorial Review Board
- 2012-2014 Government Information Quarterly – Guest Editor
- 2012-2014 Information Polity – Guest Editor
- 2012-2013 Transforming Government, People, Processes and Policy – Guest Editor
- 2012-2013 Digital Government Society – Secretary
- 2011-2012 International Conference on Digital Government Research – Program Chair

2010-2011 Digital Government Society – Board member
 2010 International Conference on Digital Government Research – Conference Chair
 2008-2012 Interdisciplinary Journal of Information, Knowledge and Management – Member of the Review Board
 2008-2015 Investigación Con-Vida, Boletín de Investigación de la Universidad de las Américas Puebla – Member of the Editorial Board
 2005-2009 System Dynamics Society – Chair of the SIG on Information Science

University At Albany

2020- Revenue sharing committee – Member
 2016-2020 PhD program in Information Science Comps Committee – Chair
 2020 COVID-19 Faculty Focus Group – Member
 2016-2018 PhD program in Information Science Admissions Committee – Chair
 2015-2018 PhD program in Information Science – Interim Director
 2015-2016 CEAS Curriculum Committee – Member
 2015-2016 Chair of the Academic Program Review Committee for the PhD Program in Information Science
 2015 PhD program in Information Science Governance Committee – Member
 2015 PhD program in Information Science Admissions Committee – Member
 2015 PhD program in Information Science Comps Committee – Reviewer

Department of Public Administration And Policy

2021-2022 J. Ramon Gil-Garcia Promotion Committee – Chair
 2021-2022 Erika Martin Promotion Committee – Member
 2021-2022 Public Policy Tenure Track Search Committee – Co-Chair
 2021 Visiting Assistant Professor Search Committee – Chair
 2020- Product mix Committee – Member
 2019- eMPA Committee – Chair
 2019- NASPAA Simulation Network Liaison
 2018- Vice Chair
 2019-2020 MPA Revision Committee – Member
 2020 Promotion to Full Professor Policy Committee – Member
 2019 Visiting Assistant Professor Search Committee – Chair
 2017 NASPAA Competency 2 Evaluation Committee – Chair

Universidad de las Américas Puebla, México

2013 Accreditation Committee for the Undergraduate Program in Information Technology Management – Chair
 2012-2014 University Administrative Council – Member
 2008-2010 University Administrative Council – Member
 2006-2014 Information Technology Undergraduate Director
 2006-2007 PhD in Business Administration Core Curriculum Committee, Member
 2005-2006 Undergraduate Major in Information Technology Core Curriculum Committee – Member
 2005-2006 Master on Information Technology Management Core Curriculum Committee – Member
 2004-2005 Steering Committee for the Quality Enhancement Plan – Member
 2004 Transition Committee – Member
 2006-2008 Assessment of Student Social Service Programs Committee – Member

Pre-Tenure Faculty Mentoring Committees

2020-2022 Mikhail Ivonchik (Member)

2020-2021 Stephen Holt (Chair)
2019 Stephen Holt (Member)

Peer Reviewing Activities

Journals: Government Information Quarterly, Journal of Public Administration Research and Theory, Public Management Review, Public Administration Review, International Review of Administrative Sciences, Public Performance and Management Review, European Journal of Information Systems, Information Polity, Transforming Government, People Process and Policy, Information Technology and People, Journal of Systems and Software, System Dynamics Review, Systems Research and Behavioral Science, Gestión y Política Pública, Communications of the ACM, International Journal of Electronic Government Research, International Journal of Public Administration in the Digital Age, SAGE Open, International Journal of e-Politics, International Journal of Information Communication Technologies and Human Development (IJICTHD), Journal of Theoretical and Applied Electronic Commerce Research, Electronic Commerce Research and Applications, Journal of Consulting and Clinical Psychology, International Journal of Internet Marketing and Advertising, Interdisciplinary Journal of Information, Knowledge, and Management, Journal of Cleaner Production, IEEE Transactions on Engineering Management, Socio-Economic Planning Sciences, Revista Tecnociencia Chihuahua, Revista de Ciencia Política

Conferences: International Conference of Digital Government Research dg.o, Hawaii International Conference in System Sciences, Joint Conference IFIP WG 8.5 EGOV-ePart-CeDEM, International Conference on Theory and Practice of Electronic Governance (ICEGOV), International Conference of the System Dynamics Society, International Conference on Information Systems, American Conference of Information Systems, International Conference on eDemocracy & eGovernment

Memberships and Associations

2020- Association for Computing Machinery
2008- Digital Government Society
2018- American Society of Public Administration
2001- System Dynamics Society
2010 Decision Sciences Institute
2005-2015 Association for Information Systems
2005-2010 American Society for Information Science and Technology
2005-2010 The Operational Research Society