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Rockefeller College of Public Affairs and Policy  
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**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**

- 2023- **Chair**, Department of Public Administration and Policy, Rockefeller College of Public Affairs and Policy, University at Albany, Albany, NY, USA
- 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, Collaborative Governance, Policy

Networks, 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**

2024-2027 **Advisory Board Member.** Shanghai Institute for Digital Governance, Shanghai, China.

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**

2024- **FELLOW** Digital Government Society

2024- **FELLOW** NY State Academy of Public Administration.

2021- **FELLOW** National Academy of Public Administration.

2015- **SNI** Member of the Mexican National Research System, Level II

2026 **DISTINGUISHED HONOREE** Minerva Center, UAlbany, Catalyst Award for Faculty Mentorship of Undergraduate Research

2026 **SHLACIPA ACADEMIC AWARD** ASPA Section on Hispanic Latin American Caribbean Iberian Public Administration

- 2025-26 **FELLOW** Faculty Innovation Fellowship. UAlbany AI & Society College.  
2024 **RUNNER-UP BEST MANAGEMENT PAPER** *Digital Government Society*, “Regulating the machine: An exploratory study of US state legislations addressing Artificial Intelligence, 2019-2023.” Co-authored with N. DePaula, L. Gao, S. Mellouli, and T. M. Harrison
- 2024 **SAM OVERMAN BEST PAPER AWARD** *ASPA Section for Complexity and Network Studies*, “Exploring the Impact of Collaboration Processes on Policy Networks Success: A Case Study of Food Policy Councils.” Co-authored with. B. Cho, I. Noh and A. Roggio
- 2023 **BEST PAPER AWARD** *24th Annual International Conference on Digital Government Research dg.o 2023*, “A relational view of knowledge sharing in public-private IT outsourcing relationships.” Co-authored with F. Duhamel and I. Gutierrez-Martinez, Gdańsk, Poland, July 11-14, 2023.
- 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.
- 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.
- 1992 **CUM LAUDE** *Universidad de las Américas Puebla* BA in Education.

**SUMMARY OF PUBLICATIONS:** Since 2003, I have published 3 books, 1 textbook, 19 edited volumes, 83 peer reviewed articles, 41 book chapters, more than 150 conference presentations and papers, many of them involving a published paper, and about 50 non-refereed papers and editorials. I have an h-index of 27 according to Web of Science, 32 according to Scopus, and 49 according to Google Scholar.

## **BOOKS**

1. **Luna-Reyes, L. F.**, E. G. Martin and M. Ivonchyk (2022) “Data Analytics for Public Policy and Management.” OER Book. Available at <https://pressbooks.pub/decisions/>

2. 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
3. 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.
4. **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. Schwoerer, K. and **L. F. Luna-Reyes** (Accepted) “Preparing the Next Generation of AI-Savvy Public Affairs Professionals” *Journal of Public Affairs Education*
2. Cronemberger, F.\* and **L. F. Luna-Reyes** (Accepted) “Interoperability constraints on data analytics in city governments: Insights from two U.S. municipalities” *Digital Government: Research and Practice*
3. Koutsopoulos, M. T.\*, **L. F. Luna-Reyes**, C. T. Bozlak, R. Neff, T. Mu, X. X. Romeiko, Z. Guo, A. S. Hosler, S. M. Pettigrew, N. Pernicka, P. Crasto-Donnelly, A. Klein, and B. J. Feingold (2026). “Sustainable Recovery from Shocks: Policies and Partnerships for Fresh Produce Rescue and Environmental Impact Reduction” *Foods* 15(3):582 <https://doi.org/10.3390/foods15030582>
4. Noh I.,\* B. Cho,\* A. M. Roggio and **L. F. Luna-Reyes** (2026) “The Impacts of Political Leaders’ Social Capital on Policy Success: The Case of Local Food Systems” *The American Review of Public Administration* 56(1):53-70 <https://doi.org/10.1177/02750740251379874>
5. Mashayekhi, A., Gordon, D., Tomoaia-Cotisel, A., Bahaddin, B.,\* Kim, H., **Luna-Reyes, L. F.** and Andersen, D. F. (2025). “Dynamics of COVID-19: Exploring Behavioral Responsiveness” *System Dynamics Review* 41(3):e70006 <https://doi.org/10.1002/sdr.70006>
6. Andersen, D. F., Cronemberger, F.,\* Kim, H., Bahaddin, B.,\* Tomoaia-Cotisel, A., Gordon, D., Mashayekhi, A. and **Luna-Reyes, L. F.**, (2025). “Simulation Learning Environments as Experiential Learning: Making the Case for Evidence-based Decision and Policy Making in a Public Policy Capstone Course” *Journal of Public Affairs Education* 31(4):525-542 <https://doi.org/10.1080/15236803.2025.2500771>
7. Roggio, A. M., M. T. Koutsopoulos,\* J. Evans, I. Noh,\* S. Kim,\* and **L. F. Luna-Reyes** (2025) “Locked Out or Lifted Up? The Dynamics of Regional Development Funding in New York” *Sustainability* 17(21):9507 <https://doi.org/10.3390/su17219507>
8. Udoh, E. S.,\* and **L. F. Luna-Reyes** (2025) “Exploring the Impacts of Social and Technical Aspects of Governance on Smart City Projects” *Smart Cities* 8(5):149 <https://doi.org/10.3390/smartcities8050149>
9. Kang, H.,\* G. Chen and **L. F. Luna-Reyes** (2025) “Adding more Science to the Craft: Improving Citizens’ Understanding through Popular Financial Reporting” *Journal of Public Budgeting, Accounting & Financial Management* 37(3), 478-499; <https://doi.org/10.1108/JPBAFM-05-2024-0079>
10. Duhamel, F., Gutierrez-Martinez, I. and **L. F. Luna-Reyes** (2025) “Implementing successful public-private IT outsourcing relationships: a relational view.” *Journal*

- of Theoretical and Applied Electronic Commerce Research*. 20(1), 42; <https://doi.org/10.3390/jtaer20010042>
11. Li, B., M. A. Lyon, M. Ivonchuk, S. Appe, J. Dodge, A. Fox, J. R. Gil-Garcia, E. Rubin and **L. F. Luna-Reyes** (2025) "Using Generative AI in Public Affairs Education and Scholarly Activity: A Much-Needed Reflection" *Journal of Public Affairs Education* 31(1):9-17 <https://doi.org/10.1080/15236803.2024.2429195>
  12. Pyo, S.,\* M. Gasco-Hernandez, E. G. Martin and **L. F. Luna-Reyes** (2025) "How can data skills be trained effectively? Using open data in the classroom for public affairs education" *Journal of Public Affairs Education* *Journal of Public Affairs Education* 31(1):41-64 <https://doi.org/10.1080/15236803.2024.2439213>
  13. Cho, B.,\* I. Noh,\* A. Roggio and **L. F. Luna-Reyes** (2025) "Exploring the Impact of Collaboration Processes on Policy Networks Success: A Case Study of Food Policy Councils" *Public Management Review* 27(1):241-272 <https://doi.org/10.1080/14719037.2023.2241047>
  14. Torres Arroyo, M.,\* **L. F. Luna-Reyes**, X. X. Romeiko, R. Neff, N. Pernicka, P. Crasto-Donnelly, A. Klein, S. Pettigrew, A. Hosler, C. Bozlak and B. J. Feingold (2024) "Weeding through food surplus: Unintended consequences of policies for perishable food recovery—Insights from a community-engaged simulation model" *Journal of Cleaner Production*. 480 (2024) 143930 <https://doi.org/10.1016/j.jclepro.2024.143930>
  15. Gordon, D., Mashayekhi, A. N., Tomoiaia-Cotisel, A., Kim, H., Bahaddin, B.,\* **Luna-Reyes, L. F.**, Andersen, D. F. (2024). "Developing Model-Based Storytelling to Share Systemic Insights to the Public during the COVID-19 Pandemic" *System Dynamics Review* 40(3):1-15
  16. Buyannemekh, B.,\* Picazo-Vela, S., Luna, D. E., and **Luna-Reyes, L. F.** (2024) "Understanding Value of Digital Service Delivery by Governments in Mexico" *Government Information Quarterly* 41(2):1-15
  17. Luna, D. E., Picazo-Vela, S., Buyannemekh, B.,\* **Luna-Reyes, L. F.** (2024) "Creating Public Value through Digital Service Delivery from a Citizen's Perspective" *Government Information Quarterly* 41(2):1-15
  18. **Luna-Reyes, L. F.** and T. M. Harrison (2024) "An Enterprise View for Artificial Intelligence Capability and Governance: A System Dynamics Approach" *Digital Government: Research and Practice*. 5(1):7:1-7:23
  19. Hagen, L.,\* M. Patel and **L. F. Luna-Reyes** (2023). "Human-Supervised Data Science Framework for City Governments: A Design Science Approach" *Journal of the Association for Information Science and Technology*. 74(8): 923–936. <https://doi.org/10.1002/asi.24764>
  20. 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
  21. 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
  22. 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>
  23. 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
  24. 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

25. 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
26. 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
27. 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.
28. 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
29. **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
30. **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>
31. 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
32. 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):
33. **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
34. 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
35. 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
36. **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
37. **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

38. 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
39. 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
40. 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
41. 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
42. 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
43. 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.
44. **Luna-Reyes, L. F.** (2017). “Opportunities and Challenges for Digital Governance in a World of Digital Participation.” *Information Polity*. 22(2-3): 197-205
45. 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
46. 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
47. 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>
48. 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>
49. 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
50. 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
51. 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

52. 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
53. 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
54. 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
55. **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
56. 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
57. **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>
58. 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
59. 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
60. **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
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#### **BOOK CHAPTERS**

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1. Gutierrez-Martinez, I., F. Duhamel, F. G. Rodríguez-González and **L. F. Luna-Reyes** (2026) “Unpacking the Complexities of Blockchain Adoption in Public Administration,” in Chohan, U. W. and Van Kerckhoven, S. (ed.) *Public Governance on the Blockchain*. Routledge. pp. 44-70. ISBN 978-1-041-00586-5
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15. Chun, S. A. and **Luna-Reyes, L. F.** (2012). “Social Media in Government.” *Special Issue in Government Information Quarterly*. 29(4)
16. **Luna-Reyes, L. F.** and Chun, S. A. (2012). “Open Government and Public Participation: Issues and Challenges in Creating Public Value.” *Special Issue in Information Polity: The International Journal of Government & Democracy in the Information Age*. 17(2)

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18. Chun, S. A., **L. F. Luna-Reyes** and R. Sandoval-Almazán. (2012) “Collaborative e-Government”. *Special Issue in Transforming Government: People, Process and Policy 6(1)*
19. Chun, S. A., **L. F. Luna-Reyes** and V. Atluri. (2011) “Digital Government Innovation in Challenging Times: The Proceedings of the 12th Annual International Digital Government Research Conference.” ACM International Conference Proceedings Series. ISBN 978-1-4503-0762-8. College Park, MA. June 12-15, 2011. <http://dl.acm.org/citation.cfm?id=2037556&CFID=116625755&CFTOKEN=62917867>

### **INVITED PRESENTATIONS**

1. **Luna-Reyes, L. F.** (2026) “AI as a Cognitive Partner in Public Service Education” Online Panel organized by the Network of Schools of Public Policy, Affairs, and Administration, April 24, 2026
2. **Luna-Reyes, L. F.** (2025) “The Art of Digital Governance” Online Panel organized by the National Center for Public Performance—Suffolk University, December 11, 2025
3. **Luna-Reyes, L. F.** (2025) “Future of Scholarly Writing in Public Affairs: Are we still the Authors? A closer look at the use of Generative AI in Academia” *PASA Pulse Podcast* Video Podcast organized by the Public Affairs Student Association—Rockefeller College, October 9, 2025
4. **Luna-Reyes, L. F.** (2025) “Who cares if ChatGPT wrote it? Generative AI and the transformation of knowledge work” *Spring Speaker Series*, Florida International University, January 24, 2025
5. **Luna-Reyes, L. F.** (2024) “Who cares if ChatGPT wrote it? Generative AI and the transformation of knowledge work” Universidad Anahuac, Mexico, December 3, 2024
6. **Luna-Reyes, L. F.** (2024) “An Enterprise View for Artificial Intelligence Capability and Governance” *Transforming Public Governance with AI and Data*, Fudan University and Shanghai Institute for Digital Governance, Shanghai, China, June 15-16, 2024
7. **Luna-Reyes, L. F.** (2024) “An Enterprise View for Artificial Intelligence Capability and Governance: A System Dynamics Approach” *AI and Society: Government, Policy, and the Law*, University of Missouri - Truman School of Government and Public Affairs and School of Law, Columbia, MO, March 6-8, 2024
8. **Luna-Reyes, L. F.** (2023) “An Enterprise View for Artificial Intelligence Capability and Governance: A System Dynamics Approach” *SUNY AI Symposium*, University at Albany, October 16-17, 2023
9. Kim, H, D. Andersen, A. Mashayekhi, D. Gordon, B. Bahaddin and **L. F. Luna-Reyes** (2022) “Using System Dynamics to Teach and Learn about COVID-19” *System Dynamics Society Seminar Series*. Webinar, May 18, 2022.
10. **Luna-Reyes, L. F.** (2021). “Rebuilding the Foodshed: Resilient Food Systems in an Age of Uncertainty” *XIX Congreso Latinoamericano de Dinámica de Sistemas*. Virtual Conference, November 5, 2021.

11. **Luna-Reyes, L. F.** (2021). “Colaboración Interorganizacional y Gobierno Digital en México” *Colegio de Profesionistas en Sistemas de Información en Jalisco, Mexico*. Virtual Presentation, July 2, 2021.
12. **Luna-Reyes, L. F.** (2021). “Como crear una agenda digital” *Expert panel organized by CIAPEM and Politica Digital, Mexico*. Virtual Conference, May 13, 2021.
13. **Luna-Reyes, L. F.** (2020). “Objetos de frontera para facilitar diálogo sobre desempeño” *XVIII Congreso Latinoamericano de Dinámica de Sistemas*. Virtual Conference, October 26, 2020.
14. **Luna-Reyes, L. F., S. Picazo-Vela, G. Puron-Cid, R. Sandoval-Almazan** (2020). “Presentación del Ranking de Portales de Gobierno Estatal 2020” *Summit Virtual u-GOB Lab por Mejores Gobiernos*. Virtual Conference, Mexico, October 1<sup>st</sup>, 2020.
15. **Luna-Reyes, L. F.** (2019). “Reflections on Communities of Practice in System Dynamics” *International Conference of the System Dynamics Society, Plenary session*. Albuquerque, New Mexico, July, 2019.
16. **Luna-Reyes, L. F.** (2019). “Capacidades para la innovación a nivel estatal y municipal (Capabilities for Innovation at the Local Level)” *Foro Gobierno Digital, Hidalgo 2019*. Pachuca, Mexico, May 30-31, 2019. Hidalgo State Government and the National Polytechnic Institute.
17. **Luna-Reyes, L. F.** (2019). “Colaboración Interorganizacional y Gobierno Digital en México (Interorganizational Collaboration and Digital Government in Mexico)” *Foro Gobierno Digital, Hidalgo 2019*. Pachuca, Mexico, May 30-31, 2019. Hidalgo State Government and the National Polytechnic Institute.
18. **Luna-Reyes, L. F.** (2017). “System Dynamics for Project Management”, Albany, NY, Nov 29, 2017. NYS IT Services.
19. **Luna-Reyes, L. F.** (2013). “Coevolución institucional, organizacional y tecnológica del portal de gobierno de puebla (Institutional, Organizational and Technocal co-evolution in the State Government Portal in Puebla)” *Encuentro de Intercambio de Experiencias sobre TI México-Perú-Canadá*, Puebla, Mexico, Aug 20, 2013. Public Managers from Puebla and the northern provinces of Peru.
20. **Luna-Reyes, L. F.** (2012). “Tecnologías de Información en la Pequeña Empresa (Information Technologies for the SME)” Cholula, Mexico, Nov 30, 2012. Organized by the Non-Profit “El Corporativo” for Small Business owners in Cholula, Mexico.
21. **Luna-Reyes, L. F.** (2012). “El Gobierno Electronico (Digital Government)” *Seminario Internacional “Tecnologías de Información para la Toma de Decisiones”*, Tumbes, Peru, Nov 8, 2012. Virtual presentation to high-level public managers of the Northern provinces of Peru.
22. **Luna-Reyes, L. F.** (2011). “Tendencias Tecnológicas en el área de Recursos Humanos (Technology Trends in Human Resource Management)” *Grupo de Alta Direccion*, Mexico City, Mexico, Nov 25, 2011. Organized by “Grupo de Alta Direccion,” a group including all Directors of Recruitment in large corporations in Mexico City.
23. **Luna-Reyes, L. F.** (2010). “Tecnologías para la Sustentabilidad (Technologies for Sustainability)” *Foro sobre Competitividad de las Ciudades (FOCO) 2010*. Mexico City, Mexico, May 30-31, 2019. Mexico City Government and the National Polytechnic Institute.
24. **Luna-Reyes, L. F.** (2009). “Piensa Global y Actua Local (Think Globally and Act Locally)” *Semana Nacional de Ciencia y Tecnologia*. Puebla, Mexico, October 26, 2009. National Council of Science and Technology, CONACYT, Mexico.
25. **Luna-Reyes, L. F.** (2008). “Las Tecnologías de Información al Servicio del Planeta Tierra (Information Technologies for Sustainability)” *Semana Nacional*

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26. **Luna-Reyes, L. F.** (2008). "Evaluando el Potencial del Gobierno Digital para una Sociedad en Red (Opportunities for Digital Government in a Networked Society)" *Foro de Politicas Publicas para una Sociedad en Red*. Mexico City, Mexico, April 12, 2008. Mexico City Congress.
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  28. **Luna-Reyes, L. F.** (2006). "Simulacion Dinamica y Estrategia de Gobierno Electronico (Dynamic Simulation and Digital Government Strategy)" *Seminario Internacional de Gobierno Electronico*. Santo Domingo, Dominican Republic, March 2, 2006. National Institute for Public Administration and the President's Office for Information Technologies.
  29. **Luna-Reyes, L. F.** (2005). "Introduccion al Pensamiento Sistemico (Introducing Systems thinking)" *Semana Nacional de Ciencia y Tecnologia*. Puebla, Mexico, October 25, 2005. National Council of Science and Technology, CONACYT, Mexico.

### **NON-REFEREED AND OTHER ARTICLES**

\* *Current or former student*

1. Noveck, B. S., Janssen, M., Zhang, J., Chen, Y.-C., Mellouli, S., & **Luna-Reyes, L. F.** (2025). In Memoriam: Professor Soon Ae Chun. *Digit. Gov.: Res. Pract.*, 6(4), 42:1-42:2. <https://doi.org/10.1145/3775061>
2. **Luna-Reyes, L. F.** (2024). "Letter to the Editor: In response to: "Never the strongest: reconciling the four schools of thought in system dynamics in the debate on quality." — Acknowledging our Differences, Makes us All Stronger" *System Dynamics Review* 40(2):e1760
3. **Luna-Reyes, L. F.** (2023). "Book Review: Recoding America- Why Government is Failing in the Digital Age and How we can Do Better" *DGov Research and Practice* 4(4):1-5
4. Puron-Cid, G., Luna, D. E., Picazo-Vela, S., Sandoval Almazán, R., Gil-García, J. R., and **Luna-Reyes, L. F.** (2023). "Ranking de Portales de Gobierno Estatal 2022: Impactos de los Servicios Digitales en la Calidad Gubernamental" *CIO Mexico*. Published on line <https://cio.com.mx/ranking-de-portales-de-gobierno-estatal-2022-impactos-de-los-servicios-digitales-en-la-calidad-gubernamental/>
5. **Luna-Reyes, L. F.** (2023). "Book Review, Beth Kanter & Allison Fine, The Smart Nonprofit: Staying Human-centered in an Automated World" *VOLUNTAS: International Journal of Voluntary and Nonprofit Organizations* 34(4):893-894
6. **Luna-Reyes, L. F.** and T. M. Harrison (2022). "Using the Extended Lens Model to Reflect on the Ethical Use of Artificial Intelligence" *The Brunswik Society Newsletter*. 37:40-42
7. Luna, D. E., Picazo-Vela, S., Sandoval Almazán, R., Puron-Cid, G., Gil-García, J. R., and **Luna-Reyes, L. F.** (2021). "Ranking de portales de gobiernos estatales 2021: Creando valor público con tecnologías de información durante y después de la pandemia" *U-Gob: Tecnología en Gobierno*. 56-60

8. Picazo-Vela, S., Sandoval Almazán, R., Luna, D. E., Puron-Cid, G., Gil-García, J. R., and **Luna-Reyes, L. F.** (2020). “Ranking de portales de gobiernos estatales 2020” *U-Gob: Tecnología en Gobierno*. 38-45
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12. Puron-Cid, G., Sandoval Almazán, R., Luna, D. E., Gil-García, J. R., and **Luna-Reyes, L. F.** (2017). “Estrategias de Gobierno Digital: Ranking de portales de gobierno estatal 2017” *U-Gob: Tecnología en Gobierno*. <https://u-gob.com/ranking-de-portales-de-gobierno-estatal-2017/>
13. Luna, D. E., Puron-Cid, G., Sandoval Almazán, R., Gil-García, J. R., y **Luna-Reyes, L. F.** (2016). “Datos, Portales de Gobierno y Gobierno Abierto: Ranking de portales de gobierno estatal 2016” *U-Gob: Tecnología en Gobierno* Num 9:31-36 <http://tinyurl.com/zqsu9sw>
14. **Luna-Reyes, L. F.** (2016) “Gobernanza de la Tecnología para la Impartición de Justicia” *U-Gob: Tecnología en Gobierno* Num 7: <http://tinyurl.com/jou4os2>
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17. **Luna-Reyes, L. F.** (2015) “Decisiones Inteligentes sobre Tecnología en Gobierno” *U-Gob: Tecnología en Gobierno* Num 2:6-11
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19. **Luna-Reyes, L. F.** (2014) “Sistemas de Información y Sustentabilidad” *e-Consulta* Noviembre 25, 2014, disponible en <http://e-consulta.com.mx/opinion/2014-11-25/sistemas-de-informacion-y-sustentabilidad>.
20. **Luna-Reyes, L. F.** (2014) “El valor de la colaboración interorganizacional” *e-Consulta* Octubre 8, 2014, disponible en <http://e-consulta.com.mx/opinion/2014-10-08/el-valor-de-la-colaboracion-interorganizacional>.
21. **Luna-Reyes, L. F.** (2014) “Cómputo en la nube, ¿es para mi empresa?” *e-Consulta* Agosto 20, 2014, disponible en <http://e-consulta.com.mx/opinion/2014-08-20/computo-en-la-nube-es-para-mi-empresa>.
22. **Luna-Reyes, L. F.** (2014) “Tendencias emergentes sobre tecnología en el sector público” *e-Consulta* Julio 2, 2014, disponible en <http://www.e-consulta.com/opinion/2014-07-02/tendencias-emergentes-sobre-tecnologia-en-el-sector-publico>.
23. **Luna-Reyes, L. F.** (2014) “Siete ingredientes para una estrategia de datos abiertos exitosa” *e-Consulta* Mayo 13, 2014, disponible en <http://e-consulta.com.mx/opinion/2014-05-13/siete-ingredientes-para-una-estrategia-exitosa>.

24. **Luna-Reyes, L. F.** (2014) “Se buscan emprendedores” *e-Consulta* Marzo 26, 2014, disponible en <http://e-consulta.com.mx/opinion/2014-03-26/se-buscan-emprendedores>.
25. **Luna-Reyes, L. F.** (2014) “El Reinado del Teléfono Inteligente” *e-Consulta* Febrero 25, 2014, disponible en <http://e-consulta.com.mx/opinion/2014-02-25/el-reinado-del-telefono-inteligente>.
26. **Luna-Reyes, L. F.** (2014) “Estrategia Digital Nacional” *e-Consulta* January 30, 2014, Available at <http://e-consulta.com.mx/opinion/2014-01-30/estrategia-digital-nacional>.
27. **Luna-Reyes, L. F.** (2013) “Ranking de Portales de Gobierno Estatal 2013” *e-Consulta* December 18, 2013, Available at <http://www.e-consulta.com/opinion/2013-12-18/ranking-de-portales-de-gobierno-estatal-2013>.
28. **Luna-Reyes, L. F.**, Sandoval Almazán, R., Gil-García, J. R. y Luna, D. E. (2013). “Ranking estatal 2013 de portales .gob.” *CIO México*, December 18, 2013, Available at <http://cio.com.mx/ranking-estatal-2013-de-portales-gob/>.
29. **Luna-Reyes, L. F.** (2013) “Semana Mundial del Emprendimiento: cinco consejos para innovar y emprender” *e-Consulta* Noviembre 20, 2013, Available at <http://www.e-consulta.com/opinion/2013-11-20/semana-mundial-del-emprendimiento-cinco-consejos-para-innovar-y-emprender>
30. **Luna-Reyes, L. F.** (2013) “Privacidad, confianza y redes sociales” *e-Consulta* October 23, 2013, Available at <http://e-consulta.com/opinion/2013-10-23/privacidad-confianza-y-redes-sociales>
31. **Luna-Reyes, L. F.** (2013) “La revolución que viene: Impresoras 3D” *e-Consulta* September 25, 2013, Available at <http://e-consulta.com.mx/opinion/2013-09-24/la-revolucion-que-viene-impresoras-3d>
32. **Luna-Reyes, L. F.** (2013) “Lo que todo ciudadano debe saber sobre gobierno abierto” *e-Consulta* August 28, 2013, Available at <http://e-consulta.com.mx/opinion/2013-08-28/lo-que-todo-ciudadano-debe-saber-sobre-gobierno-abierto-0>
33. **Luna-Reyes, L. F.** (2013) “C-Roads y el uso de simulación para entender el cambio climático” *e-Consulta* July 31, 2013, Available at <http://e-consulta.com/opinion/2013-07-31/c-roads-y-el-uso-de-simulacion-para-entender-el-cambio-climatico>
34. **Luna-Reyes, L. F.** (2013) “Tecnologías de Información e Innovación” *e-Consulta* July 2, 2013, Available at <http://e-consulta.com.mx/opinion/2013-07-02/tecnolog%C3%ADas-de-informaci%C3%B3n-e-innovaci%C3%B3n>
35. **Luna-Reyes, L. F.** (2013) “Tecnologías de Información y Productividad” *e-Consulta* June 4, 2013, Available at <http://www.e-consulta.com/articulo/2013-06-04/tecnolog%C3%ADas-de-informaci%C3%B3n-y-productividad>
36. Sandoval Almazán, R., Luna, D. E., Gil-García, J. R. y **Luna-Reyes, L. F.** (2012). “2012 State Portal Ranking” (In Spanish: Ranking estatal 2012 de portales .gob). *Política Digital*, 69(Aug-Sep): 16-19.
37. **Luna-Reyes, L. F.** y J. R. Gil-Garcia (2012). “Citizen Participation in e-Government Development, how to Promote it?” (In Spanish: Participación ciudadana en el desarrollo del e-Gobierno ¿Cómo incentivarla?) *Política Digital* 67(Abr-May): 45-46.
38. **Luna-Reyes, L. F.** y J. R. Gil-Garcia (2011). “From Chaos to Order in Municipal e-Government” (In Spanish: Del Caos al Modelo en Gobiernos Electrónicos Municipales) *Política Digital* 64(Oct-Nov): 62-64.
39. **Luna-Reyes, L. F.**, J. R. Gil-Garcia y F. Ramírez (2011). “Municipal e-Government Strategy: Where to start?” (In Spanish: Estrategias de e-Gobierno en Municipios, ¿por dónde empezar?) *Política Digital* 63(Aug-Sep): 33-35.

40. **Luna-Reyes, L. F.**, Gil-García, J. R. y Sandoval Almazán, R. (2011). “2011 State Portal Ranking” (In Spanish: Ranking estatal 2011 de portales .gob). *Política Digital*, 63(Aug-Sep): 36-39.
41. **Luna-Reyes, L. F.**, J. R. Gil-García and J. A Celorio Mansi\* (2011). “Electronic Government: Challenges at the Municipal Level” (In Spanish: Retos del gobierno electrónico a nivel municipal) *Política Digital* 61(Apr-May): 45-47.
42. **Luna-Reyes, L. F.**, J. R. Gil-García and J. A Celorio Mansi\* (2011). “Municipal Services with Citizen Impact” (In Spanish: Servicios municipales de impacto ciudadano) *Política Digital* 60(Feb-Mar): 42-43.
43. Sandoval Almazán, R., Gil-García, J. R. and **Luna-Reyes, L. F.** (2010). “2010 State Portal Ranking” (In Spanish: Ranking estatal 2010 de portales .gob).” *Política Digital*, 57 (agosto-septiembre): 35-37.
44. Celorio Mansi, J. A.,\* **L. F. Luna-Reyes** and J. R. Gil-García (2010). “Slowly Developing Strategy” (In Spanish: Estrategia a Paso Lento) *Alcaldes de México* 8(Jul-Ago): 20-22.
45. **Luna-Reyes, L. F.** (2010) “Promoting Better Government through Information Technology” (In Spanish: Promoviendo un mejor gobierno a través del uso de las tecnologías de la información) *Revista Electrónica Visión-e*. June 2010
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52. **Luna-Reyes, L. F.** and Gil-García, J. R. (2005), "Information Security Implications for Electronic Government (In Spanish: Implicaciones de Seguridad para el Gobierno Electrónico)." *Revista IAPEM*, 60 (January-April): 181-205.

## **PROFESSIONAL REPORTS AND WORKING PAPER SERIES**

\* *Current or former student*

1. Roggio, A., B. Cho,\* L. F. Luna-Reyes, J. Evans, E. Rich and Alexander Buyantuev (2023). “An Investigation of Food System Localization Efforts in New York Municipalities: Projects, practices and policies, Interview Report.” Center for Policy Research, Rockefeller College, University at Albany, Albany, NY. May 2023
2. Luna-Reyes, L. F., A. Roggio, B. Cho,\* J. Evans, E. Rich, A. Buyantuev (2023). “An Investigation of Food System Localization Efforts in New York Municipalities: Projects, practices and policies, Survey Report.” Center for Policy Research, Rockefeller College, University at Albany, Albany, NY. May 2023

3. Cook, M. E., D. Werthmuller, **L. F. Luna-Reyes**, T. A. Pardo, T. Oathout, P. Hauser, A. Ayers, A. Doody, G. Diallo, R. Yesner and S. McCarthy (2021) “Envisioning an Elections Future: Exploring the Technology, Policy, Management and Legal Environments In Voter Registration.” CTG UAlbany, University at Albany, Albany, NY. December, 2021.
4. **Luna-Reyes, L. F.**, T. M Harrison, T. A. Pardo, N. DePaula,\* M. Najafabadi,\* and J. Palmer (2019) “New York State Data Management Maturity Scan.” CTG UAlbany, University at Albany, Albany, NY. July, 2019.
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9. **Luna-Reyes, L. F.**, J. R. Gil-Garcia, J. A. Celorio Mansi\* and F. Ramírez\* (2011). “Hacia un Modelo de Gobierno Electrónico a Nivel Municipal para México: Reporte Final” Universidad de las Américas Puebla-INFOTEC. May, 2011
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### **PAPERS PUBLISHED IN PEER-REVIEWED CONFERENCE PROCEEDINGS**

\* *Current or former student*

1. Najafabadi M.,\* DePaula, N.\* and **L.F. Luna-Reyes** (2026). “The Capability-Friction Dynamics: A Macro-Architecture for Public Sector AI” *AMCIS 2026 Proceedings* Reno, NV, August 20-22, 2026
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3. DePaula, N.,\* Gao, L.,\* Mellouli, S., **Luna-Reyes, L. F.** and Harrison, T. M. (2024) “Regulating the machine: An exploratory study of US state legislations addressing Artificial Intelligence, 2019-2023” *Proceedings of the 25th Annual International Conference on Digital Government Research*. (pp.) Taipei, Taiwan, June 11-14, 2024.
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  40. Picazo-Vela, S., I. Gutiérrez-Martínez and **L. F. Luna-Reyes** (2011). “Social Media in the Public Sector: Perceived Benefits, Costs and Strategic Alternatives.” *Proceedings of the 12th Annual International Conference on Digital Government Research dg.o 2011*. June 12-15, 2011. College Park, MD.
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  43. Gil-Garcia, J. R., D. Arellano-Gault and **L. F. Luna-Reyes** (2010). “Gobierno Electrónico a Nivel Federal en México: Objetivos, Expectativas y Logros (2000-2006)”. *Proceedings of the 11th Annual International Digital Government Research Conference dg.o 2010*. May 17-20, 2010. Puebla, Puebla, México.

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#### **PRESENTATIONS IN PEER-REVIEWED CONFERENCES**

\* *Current or former student*

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1. DePaula, N.,\* Gao, L.,\* Mellouli, S., **Luna-Reyes, L. F.**, & Harrison, T. M. (2026). The nature and impacts of decentralized AI regulations: A study of AI state legislation in the US, 2019-2024. In *Governing AI: Policies, Institutions and Global Perspectives [Parallel Session]*. ASPA 2026 Annual Conference, Hollywood, CA, March 20-24.
2. Kim, S.,\* Noh, I.,\* Cho, B.,\* Roggio, A & **Luna-Reyes, L. F.** (2026). What Drives Successful Rural Entrepreneurship? The Case of NYS REDC. In *Public Purses, Politics and Pressure [Parallel Session]*. ASPA 2026 Annual Conference, Hollywood, CA, March 20-24.
3. **Luna-Reyes, L.F.**, Chen, Y. C., Cheng, S. and Hand, L. (2025). “Incorporating Multiple Perspectives into Teaching and Learning of Data and Artificial Intelligence Skills into Public Affairs Curriculum” *NASPAA Conference Panel*. Flagstaff, AZ, October 8-10.
4. Buyannemekh, B.,\*<sup>+</sup> Picazo-Vela, S., Luna, D. E., and **Luna-Reyes, L. F.** (2025) “Administrative Burden in Digital Government Services: A Citizen’s Perspective” *Public Management Research Conference 2025*. Seoul, South Korea, June 25-28, 2025
5. Noh, I.,\*<sup>+</sup> Cho, B.,\* Kim, S.,\* A. Roggio and **L. F. Luna-Reyes** (2025) “How New York Regional Economic Development Councils Support Entrepreneurship” *Public Management Research Conference 2025*. Seoul, South Korea, June 25-28, 2025
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7. DePaula, N.,\* Gao, L.,\* Mellouli, S., **Luna-Reyes, L. F.** and Harrison, T. M. (2024) “The evolving AI regulation space: A preliminary analysis of US state legislations addressing AI, 2024” *Proceedings of the 26th Annual International Conference on Digital Government Research*. (pp.) Porto Alegre, Brazil, June 9-12, 2025.
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9. Buyannemekh, B.,\* Picazo-Vela, S., Luna, D. E., and **Luna-Reyes, L. F.** (2025) “Administrative Burden in Digital Government Services: A Citizen’s Perspective” *2025 ASPA Conference*. Washington DC, March 28-April 1st, 2025
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12. Miller K., Chen, Y., Lecy, J., **Luna-Reyes, L.F.** (2024) “Digital Competencies for Transforming Public Service in a Data-Rich and Evidence-Poor World” *NASPAA Conference Panel*. Washington DC, October 23-25, 2024.

13. Noh, I.,\* Cho, B.,\* A. Roggio and **L. F. Luna-Reyes** (2024) “The Impacts of Leaders’ Social Capital on Policy Success in Local Food Systems” *2024 ASPA Conference*. Minneapolis MI, April 12-16, 2024
14. **Luna-Reyes, L. F.**, M. Gasco-Hernandez, S. Greenberg, A. P. Manoharan, Y-C. Chen. (2023) “Inclusion and Technology Access in Public Affairs Education: Lessons Learned from the Crisis and Beyond” *NASPAA Conference Panel*. Pittsburgh PA, October 10-14, 2023.
15. Gordon, D., Mashayekhi, A. Tomoaia-Cotisel, A., Kim, H., Bahaddin, B.\*, **Luna-Reyes, L. F.** and Andersen, D. F. (2023) “Using Storytelling and Teaching Materials to Share Systemic Insights to the Public during the COVID-19 Pandemic” *The 2023 Conference of the System Dynamics Society*. Chicago, IL, July 23-27. System Dynamics Society.
16. Mashayekhi, A., Gordon, D., Tomoaia-Cotisel, A., Kim, H., Bahaddin, B.\*, **Luna-Reyes, L. F.** and Andersen, D. F. (2023) “Dynamics of COVID-19: An Exploratory Model” *The 2023 Conference of the System Dynamics Society*. Chicago, IL, July 23-27. System Dynamics Society.
17. Torres Arroyo, M.,\* A. Roggio, E. Rich and **L.F. Luna-Reyes** (2023). “Food Access and Food Waste in College: The College Campus as a Local Food System” *The 2023 Conference of the System Dynamics Society*. Chicago, IL, July 23-27. System Dynamics Society.
18. Torres Arroyo, M.,\* **L. F. Luna-Reyes**, C. Bozlak, X. Xue Romeiko, R. Neff and B. Feingold (2023) “Effectiveness of Policies and Organizations’ Partnerships in Mitigating Shocks to Fresh Produce Surplus Recovery” *The 2023 Conference of the System Dynamics Society*. Chicago, IL, July 23-27. System Dynamics Society.
19. Harsell, D., C. Barsky, **L. F. Luna-Reyes**, A. Minkoff. (2022) “The Benefits of Computer-Based Policy Simulations in Public Affairs Programs” *NASPAA Conference Panel*. Chicago, IL, October 19-21, 2022.
20. Torres Arroyo, M.\*, **L.F. Luna-Reyes**, N. Pernicka, S. Pettigrew, B. Atwood, A. Klein and B. Feingold (2022) “How Can Food Donation Policies Improve Fresh Produce Rescue and Reduce Waste?” *The 2022 System Dynamics Conference*. July 19-22, 2022. Frankfurt Germany
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22. 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*.
23. 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.
24. **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.
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30. 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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41. Ramírez-Goñi, P. N.,\* S. Picazo-Vela+ and **L. F. Luna-Reyes** (2013) “Estudio de la intención de implementar comercio electrónico por emprendedores potenciales” *De la Teoría a la Práctica: Memorias del Primer Congreso Regional en Administración CREA 2013*. September 26-27, 2013. Toluca, Mexico.
42. **Luna-Reyes, L. F.**, D. E. Luna, J. R. Gil-García, R. Sandoval-Almazán, S. Picazo-Vela (2013) “El Portal del Gobierno del Estado de Puebla” *De la Teoría a la Práctica: Memorias del Primer Congreso Regional en Administración CREA 2013*. September 26-27, 2013. Toluca, Mexico.
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47. Duhamel, F., **L. F. Luna-Reyes**, I. Gutiérrez Martínez, S. Picazo-Vela, H. Jarman, J. Zhang, D. S. Sayogo,\* D. L. Andersen and D. F. Andersen (2013) “Information Architectures and Governance Structures to Support Smart Disclosure: a Convention-based View.” *14th Annual International Conference on Digital Government Research dg.o 2013*. June 17-20, 2013. Quebec, Canada, pp. 289-290.
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  53. Sandoval Almazán, R., G. Díaz Murillo,\* R Gil-Garcia,+ **L. F. Luna-Reyes** and D. Luna-Reyes (2011). “Web 2.0 on the Mexican State Sites: An Overview.” *The 11th European Conference on eGovernment*. June 16-17, 2011. Ljubljana, Slovenia pp. 491 -501
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- pricing (FIPP) networks in NAFTA”. *10th Annual International Digital Government Research Conference dg.o 2009*. pp. 336-337.
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  66. Huerta Carvajal, I.+ and **L. F. Luna-Reyes** (2008). “City Boosterism through Internet Marketing: an Institutional Perspective.” *Asamblea Annual del Consejo Latinoamericano de Escuelas de Administración CLADEA 2008*, October, 22-25. Cholula, Mexico.
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  71. **Luna-Reyes, L. F.** and L. Black+ (2008). “Collaborative Requirements Analysis: Examining the Role of Knowledge and Trust in IT Project Work”. *2008 Western Academy of Management Annual Meeting*. March 26-29, 2008. Oakland, CA.
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  73. Estrada-Marroquín, M.,\* V. M. Morán-Rodríguez,\* J. R. Gil-Garcia and **L. F. Luna-Reyes**. (2007) “The Impact of Institutions on Interorganizational IT Projects in the Mexican Federal Government.” *8th Annual International Digital Government Research Conference dg.o 2007*. May 20-23, 2007. Philadelphia, PA. pp. 308-309.
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  78. **Luna-Reyes, L. F.** (2006). “Trust and Collaboration in Interagency Information Technology Projects.” *2006 International Conference of the System Dynamics Society*. July 23-27, 2006. Nijmegen, Holanda.
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91. 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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93. Cresswell, A., Canestraro, D., Cook, M., Pardo, T., Thompson, F., Black, L., **Luna, L.**, Martinez, I. Andersen, D. and Richardson, G. (2001) "A Preliminary System Dynamics Model of Intergovernmental Collaboration", *2001 System Dynamics Research Conference, Atlanta GA*: System Dynamics Society, Albany, NY, 2001.
94. 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: FRAP B: Defining and Operationalizing Administrative Capacity: Integrating Conceptual Approaches from the Perspective of Municipal Governments  
Agency: The Research Foundation, SUNY  
PI: Luna-Reyes  
Amount: \$ 3,983 usd  
Date: 2026

*The project develops a multidimensional framework for administrative capacity in municipal governance, especially small municipalities. It moves beyond staffing or budgets to include fiscal, institutional, relational, and informational dimensions. Using mixed-methods evidence, it identifies capacity configurations shaping readiness, performance, vulnerability, and produces tools to assess and strengthen local administrative capacity.*

### **COMPLETED 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: 2022-2026

*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.*

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 I, 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)  
2018- *Computer Modeling for Decision Support* (PAD 204, undergraduate)  
2016- *Data, Models and Decisions* (PAD 504, graduate)  
2023 *Policy Capstone* (PAD 499, undergraduate)  
2020-2021 *Freshmen Seminar* (FSP 100, undergraduate)  
2019-2021 *Public Service Internship Seminar* (PAD509)  
2017-2019 *Information and Public Policy* (PAD 655/INF 724/IST 560, 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*  
2017-2021 *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**

- 2026 Diego Armando Jurado-Zambrano (External Reader, Dissertation) “Gobernanza de la ciudad inteligente y su relación con la creación de valor público en países emergentes” Universidad de Antioquia, Colombia
- 2024- In Hae Noh (Committee Member) “Understanding discourses that led to a ban in fracking and its impact on municipal fiscal health” University at Albany, USA
- 2023- Lu Gao (Committee Chair) “Understanding AI Capability in State and Local Governments” University at Albany, USA
- 2022- Martha Avila-Maravilla (Chair)
- 2024 - 2025 Don Harris (Committee Member) “Investigating Post-Adoption Abandonment of Mental Health Mobile Applications Among Young Adults” University at Albany, USA
- 2021 - 2025 Mariana Torres Arroyo (Committee Member) “Rescuing fresh produce and preventing the waste of food for food security and environment” University at Albany, USA
- 2023 – 2025 Battulga Buyannemekh (Committee Member) “Understanding How County Governments Strategically Plan and Strategize Information Technology: A Multiple Case Study” University at Albany, USA

- 2022 José Daniel Cabrera Cruz (External Reader) “Dinámica de Sistemas en decisiones sobre Ciencia, Tecnología e Innovación para el desarrollo agropecuario regional. Modelos de simulación para el sistema de innovación agropecuaria de Santander (Colombia)” Universidad Autónoma de Bucaramanga, Red Mutis, Colombia
- 2023 Diego Armando Jurado-Zambrano (External Reader, prospectus) “Gobernanza de la ciudad inteligente y su relación con la creación de valor público en países emergentes” Universidad de Antioquia, Colombia
- 2021-2024 Thora Knight (Committee Member) “Regulation of Privacy Concerns (RoPC) in Online Behavioral Advertising” 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**

- 2026- Dowd, Jordan (Committee Member)
- 2024- Lauser, Sara (Committee Chair)
- 2022- Paiva, Carlos (Chair)
- 2024 Sari, Dwi P. (Committee Member)
- 2022-2023 Noh, In Hae (Committee Member)
- 2021-2023 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

- 2026 Lazarre, A. (Advisor) “AI Chatbots and their role in public service delivery” Funded by the Minerva Center for Undergraduate Research
- 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**

- 2026- Public Administration Review (PAR) – Editorial Board Member
- 2026- Hawaiian International Conference on System Sciences – Minitrack Chair, Digital Government Services
- 2024-2027 ACM Digital Government: Research and Practice – Co-Editor in Chief
- 2024-2027 Shanghai Institute for Digital Governance, Shanghai, China – Advisory Board Member.

2025 External Reviewer for the Undergraduate Public Policy Program at Farmingdale State College

2025-2026 Government Information Quarterly – Guest Editor, Special Issue Best papers of dg.o, 25th Anniversary

2023- Journal of Public Affairs Education (JPAE) – Editorial Board Member

2023- NY State Academy of Public Administration – Ex-Officio Board Member

2022-2024 ACM Digital Government: Research and Practice – Associate Editor

2021- International Conference on Digital Government Research dg.o – Track Chair

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 Tecnologia, CONACYT, Mexico – Member of Project Review Boards

2020-2023 Network of Schools of Public Policy, Affairs, and Administration – Member of the Executive Committee

2022-2023 Digital Government Society – Past-President

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 (IJICTHD) – 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**

2026 President's Taskforce on AI - Teaching and learning subcommittee – Member

2026 Faculty Dossier Management & Evaluation selection committee – Member

2024 Rockefeller College Strategic Planning Committee – Member

2024 Search Committee for the Director of the AI Institute – Member  
 2024 PACK Advisory Committee - Member  
 2024- BILPOC Steering Committee – Member  
 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**

2023- Department Chair  
 2019- NASPAA Simulation Network Liaison  
 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  
 2019-2020 eMPA Committee – Chair  
 2018-2022 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 Ivonchyk (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 (IJCTHD), 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

Grants: European Science Foundation

## Memberships and Associations

2025- Public Management Research Association  
2020- Association for Computing Machinery  
2018- American Society of Public Administration  
2008- Digital Government Society  
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