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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, Group Decision Support Systems,

Social impacts of Information Technologies, Dynamic modeling and simulation, Information Systems and Information Technologies in Government, Information Policy, Policy Informatics and Data Analytics, Dynamic Modeling and Simulation, Research Methods, Systems Thinking and Strategy Development, Knowledge Management and Organizational Learning

### **OTHER AFFILIATIONS AND EXPERIENCE**

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

### **AWARDS**

- 2021- **FELLOW.** National Academy of Public Administration.
- 2018 **OUTSTANDING PAPER, LITERATI AWARD** *Transforming Government: People, Processes and Policy, Emerald Publishing Group.* “Open data ecosystems: an international comparison.” Co-authored with Evgeny Styrin and Teresa Harrison.
- 2015- **SNI Member of the Mexican National Research System, Level II**
- 2013 **BEST PAPER AWARD** *14th Annual International Conference on Digital Government Research dg.o 2013*, “Understanding the Co-Evolution of Institutions, Technology, and Organizations: The Enactment of the State

- Government Portal of Puebla.” Co-authored with J. R. Gil-Garcia, June 17-20, 2013. Quebec, Canada.
- 2012 **FULBRIGHT SCHOLAR.** Comisión México-Estados Unidos para el Intercambio Educativo y Cultural (COMEXUS), Mexico City, MÉXICO
- 2010 **COMMITMENT TO EDUCATION MEDAL** *Universidad de las Américas Puebla*
- 2007-2014 **SNI** Member of the Mexican National Research System, Level I
- 2005 **BEST PAPER AWARD** *eChallenges e-2005 Conference*, “Modelling Methods for Information Integration: Comparative Cases in e-Government.” Co-authored with M. Janssen and A. M. Cresswell, 19 - 21 Octubre, 2005. Ljubljana, Slovenia.
- 2005-2007 **SNI** Member of the Mexican National Research System, Candidate Level
- 2004 **DISTINGUISH DISSERTATION AWARD** *University at Albany* “Collaboration, Trust, and Knowledge Sharing in Information Technology Intensive Projects in the Public Sector”
- 2001 **DANA MEADOWS AWARD HONORABLE MENTION** *System Dynamics Society*, “The Dynamics of Best Practices: A Structural Approach.” Co-authored with I. J. Martinez-Moyano.
- 1997 **CUM LAUDE** *Universidad de las Américas Puebla* MBA program.
- 1992 **CUM LAUDE** *Universidad de las Américas Puebla* BA in Education program.

**SUMMARY OF PUBLICATIONS:** Since 2003, I have published 3 books, 1 textbook, 64 peer reviewed articles, 38 book chapters, more than a 100 peer-reviewed conference papers, and about 50 non-refereed papers and editorials. I have an h-index of 20 according to Web of Science, 25 according to Scopus, and 38 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. 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*.
2. 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

3. 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
4. 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>
5. 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
6. 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
7. 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
8. 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
9. 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.
10. 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
11. **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
12. **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>
13. 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
14. 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):
15. **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
16. 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

17. 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
18. **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
19. **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
20. 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
21. 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
22. 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
23. 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
24. 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
25. 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.
26. **Luna-Reyes, L. F.** (2017). “Opportunities and Challenges for Digital Governance in a World of Digital Participation.” *Information Polity*. 22(2-3): 197-205
27. 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
28. Styrin, 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
29. 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>
30. 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>
31. 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
32. 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
  33. 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
  34. 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
  35. 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
  36. 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
  37. **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
  38. 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
  39. **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>
  40. 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
  41. 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
  42. **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
  43. **Luna-Reyes, L. F.** (2013) “Trust and Collaboration in Interorganizational Information Technology Projects in the Public Sector.” *Gestión y Política Pública*. Special Issue on E-Government: 173-211
  44. **Luna-Reyes, L. F.**, Derrick, D., Langhals, B. and Nunamaker, J. (2013) “Collaborative Cross-Border Security Infrastructure and Systems: Identifying

- Policy, Managerial and Technological Challenges.” *International Journal of E-Politics* 4(2): 21-38
45. Luna, D. E., Gil-Garcia, J. R., **Luna-Reyes, L. F.**, Sandoval-Almazan, R. and Duarte-Valle, A.\* (2013) “Improving the Performance Assessment of Government Web Portals: A Proposal using Data Envelopment Analysis (DEA).” *Information Polity: The International Journal of Government & Democracy in the Information Age*. 18(2): 169-187
  46. **Luna-Reyes, L. F.**, Zhang, J., Roy, R., Andersen, D. F., Whitmore, A.,\* and Andersen, D. L. (2013) “Information Strategies to Support Full Information Product Pricing: The Role of Trust.” *Information Polity: The International Journal of Government & Democracy in the Information Age*. 18(1): 75-91
  47. Andersen, D. L., **L. F. Luna-Reyes**, V. Diker, L. J. Black, E. Rich, and D. F. Andersen (2012). “The Disconfirmatory Interview as a Strategy for the Assessment of System Dynamics Models.” *System Dynamics Review*. 28(3): 255-275
  48. Picazo-Vela, S., I. Gutiérrez-Martínez and **L. F. Luna-Reyes** (2012). “Understanding Risks, Benefits, and Strategic Alternatives of Social Media Applications in the Public Sector.” *Government Information Quarterly*. 29(4): 504-511
  49. **Luna-Reyes, L. F.**, J. R. Gil-Garcia, and G. Romero\* (2012). “Towards a Multidimensional Model for Evaluating Electronic Government: Proposing a More Comprehensive and Integrative Perspective.” *Government Information Quarterly*. 29(3): 324-334
  50. Duhamel, F. I. Gutiérrez-Martínez, S. Picazo-Vela and **L. F. Luna-Reyes** (2012). “The key role of interfaces in IT outsourcing relations.” *International Journal of Information Technologies and the Systems Approach*. 5(1): 37-56
  51. Sandoval-Almazan, R., J. R. Gil-Garcia, **L. Luna-Reyes**, D. Luna-Reyes and G. Diaz-Murillo\* (2011). “The use of Web 2.0 on Mexican State Websites: A Three-Year Assessment.” *Electronic Journal of e-Government*. 9(2): 107-121, available online at [www.ejeg.com](http://www.ejeg.com)
  52. **Luna-Reyes L. F.** and J. R. Gil-Garcia (2011). “Using Institutional Theory and Dynamic Simulation to Understand Complex E-Government Phenomena.” *Government Information Quarterly*. 28(3): 329-345
  53. Sandoval Almazán, R., G. Díaz Murillo,\* J. R. Gil-García and **L. F. Luna-Reyes** (2010). “Web 2.0 en los Portales Estatales en México: Una Primera Aproximación” *Revista de Administración Pública RAP 121*. 45(1): 91-111. Translated into English in the same Journal as “Evaluation of the Web 2.0 in the state sites in Mexico” *Revista de Administración Pública RAP 121*. 45(1): 201-220
  54. **Luna-Reyes, L. F.**, J. R. Gil-García and R. Sandoval Almazán (2010). “Reflections about Internet Government Portals Evaluation” (In Spanish: Reflexiones sobre la Evaluación de los Portales de Gobierno en Internet). *Espacios Públicos*. 13(27):67-78
  55. **Luna-Reyes, L. F.**, J. M. Hernández García\* and J. R. Gil-Garcia (2009). “Towards a Model of the Determinants of the Success of State Government Portals in Mexico” (In Spanish: Hacia un Modelo de los Determinantes de Éxito de los Portales de Gobierno Estatal en México). *Gestión y Política Pública*. XVIII(2):307-340

56. Gil-Garcia, J. R. and **L. F. Luna-Reyes** (2008). "A Brief Introduction to Electronic Government: Definition, Applications and Stages" *Revista de Administración Pública RAP 116*. 43(2): 221-241. Translated into Spanish in the same Journal as "Una Breve Introducción al Gobierno Electrónico: Definición, Aplicaciones y Etapas" *Revista de Administración Pública RAP 116*. 43(2): 49-71
57. **Luna-Reyes, L. F.**, J. R. Gil-García, T. Pardo, L. Zheng and J. Zhang (2008). "North American Digital Government Working Group: Initial Steps in the Development of a Comparative and Transnational Agenda" *Revista de Administración Pública RAP 116*. 43(2): 311-322. Translated into Spanish in the same Journal as "Grupo de Investigación sobre Gobierno Digital en América del Norte: Pasos Iniciales en el Desarrollo de una Agenda de Investigación Comparativa y Transnacional" *Revista de Administración Pública RAP 116*. 43(2): 149-162. Published in Chinese as Zheng, L., J. Zhang, T. Pardo and L. F. Luna-Reyes (2008) 北美数字政府跨国工作组及其研究初步 进展 (North American Digital Government Working Group and Its Initial Steps in Research), *电子政务 E-government*, 10:119-125
58. **Luna-Reyes, L. F.**, L. J. Black, A. M. Cresswell and T. A. Pardo (2008). "Knowledge-sharing and Trust in Collaborative Requirements Analysis" *System Dynamics Review*. 24(3): 265-297
59. Kopainsky, B. and **L. F. Luna-Reyes** (2008). "Closing the Loop: Promoting Synergies with other Theory Building Approaches to Improve System Dynamics Practice" *Systems Research and Behavioral Science*. 25(4): 471-486
60. **Luna-Reyes, L. F.**, J. R. Gil-García and M. Estrada-Marroquín\* (2008). "The Impact of Institutions on Interorganizational IT Projects in the Mexican Federal Government" *International Journal for Electronic Government Research*. 4(2): 27-42
61. **Luna-Reyes, L. F.**, J. R. Gil-García and C. B. Cruz\* (2007). "Collaborative Digital Government in Mexico: Some Lessons from Federal Web-Based Interorganizational Information Integration Initiatives." *Government Information Quarterly*. 24(4): 808-826
62. **Luna-Reyes, L. F.**, J. R. Gil-García, and C. B. Cruz\* (2007). "E-Mexico: Collaborative Structures in Mexican Public Administration." *International Journal of Cases on E-commerce*. 3(2): 57-74. Reprinted in G. D. Garson y M. Khosrow-Pour (Eds.), (2008) *Handbook of Research on Public Information Technology*, Idea-Group Publishing, Hershey, PA. pp. 873-888, and in A-V. Anttiroiko (Ed.), (2008) *Electronic Government: Concepts, Methodologies, Tools, and Applications*, Information Science Reference, Hershey, PA. pp. 200-216
63. **Luna-Reyes, L. F.**, I. J. Martínez-Moyano, T. A. Pardo, A. M. Cresswell, D. F. Andersen, and G. P. Richardson (2006). "Anatomy of a Group Model Building Intervention: Building Dynamic Theory from Case Study Research." *System Dynamics Review*. 22(4): 291-320
64. **Luna-Reyes, L. F.**, J. Zhang, J. R. Gil-García and A. M. Cresswell (2005). "Information Systems Development as Emergent Socio-Technical Change: A Practice Approach." *European Journal of Information Systems*. 14(1): 93-105
65. **Luna-Reyes, L. F.** and D.L. Andersen (2003). "Collecting and analyzing qualitative data for system dynamics: methods and models." *System Dynamics Review*. 19(4): 271-296

## **GUEST EDITORIALS IN PEER-REVIEWED JOURNALS**

1. **Luna-Reyes, L. F.** and J. Zhang (2023) “Public Value Creation Through Information Technologies in Government.” (Guest Editorial) *Transforming Government: People, Process and Policy*. 17(2):173-176
2. Zhang, J., **L. F. Luna-Reyes**, H. Jarman, and G. K. Tayi (2015) “Information systems to support sustainable consumption and sustainable supply.” (Guest Editorial) *Information Technology & Management*. 16(1):1-4
3. Zhang, J., **L. F. Luna-Reyes** and S. Mellouli (2014) “Transformational digital government.” (Guest Editorial) *Government Information Quarterly*. 31(4):503-505
4. Mellouli, S., **L. F. Luna-Reyes** and J. Zhang (2014) “Smart Government, Citizen Participation and Open Data.” (Guest Editorial) *Information Polity: The International Journal of Government & Democracy in the Information Age*. 19(1-2):1-4
5. **Luna-Reyes, L. F.**, Bertot, J. C. and Mellouli, S. (2014) “Open Government, Open Data and Digital Government.” (Guest Editorial) *Government Information Quarterly* 31(1):4-5
6. **Luna-Reyes, L. F.**, Mellouli, S. and Bertot, J. C. (2013) “Key Factors and Processes for Digital Government Success: Editorial.” (Guest Editorial) *Information Polity: The International Journal of Government & Democracy in the Information Age*. 18(2): 101-105
7. Chun, S. A. and **Luna-Reyes, L. F.** (2012) “Social Media in Government.” (Guest Editorial) *Government Information Quarterly*. 29(4): 441-445
8. **Luna-Reyes, L. F.** and Chun, S. A. (2012). “Open Government and Public Participation: Issues and Challenges in Creating Public Value.” (Guest Editorial) *Information Polity: The International Journal of Government & Democracy in the Information Age*. 17(2): 77-81
9. Chun, S. A., **L. F. Luna-Reyes** and R. Sandoval-Almazan (2012). “Collaborative E-Government.” (Guest Editorial) *Transforming Government: People, Process and Policy*. 6(1): 5-12

## **BOOK CHAPTERS**

\* *Current or former student*

1. **Luna-Reyes, L. F.** and T. M. Harrison (Forthcoming). “Enterprise Data Governance for Artificial Intelligence: Implications from Algorithmic Jobseeker Profiling Applications in Government,” in Charalabidis, Y., R. Medaglia and C. van Noordt (eds.) *Research Handbook on Public Management and Artificial Intelligence*. Edward Elgar Publishing Ltd. pp.
2. **Luna-Reyes, L. F.** (2021) “An Integrative Model for Interpersonal Trust in the Public Sector”, in Welch, E. (ed.) *Research Handbook on E-Government* Edward Elgar Publishing Ltd. pp. 149-182
3. Bianchi, C., **Luna-Reyes, L. F.**, and Rich, E. (2020) “Enabling Collaborative Governance through Systems Modeling Methods”, in Bianchi, C., Luna-Reyes, L. F., and Rich, E. (eds.) *Enabling Collaborative Governance through Systems Modeling Methods: Public Policy Design and Implementation*, System Dynamics for Performance Management & Governance Series, Springer. pp. xiii - xxiv
4. Gil-Garcia, J. R., Pardo, T. A. and **Luna-Reyes, L. F.** (2018) “Policy Analytics: Definitions, Components, Methods, and Illustrative Examples”, in Gil-Garcia, J. R., Pardo, T. A. and Luna-Reyes, L. F. (eds). *Policy Analytics, Modelling, and*

- Informatics, Public Administration and Information Technology (PAIT) Series, Springer. pp. 1-16*
5. Picazo, S., Fernández Haddad, M. and **Luna-Reyes, L. F.**, (2017) “Utilizando Medios Sociales en programas de Marketing Social en el estado de Puebla”, in J. Gil-García, I. Criado y J. Telléz (eds). *Las Tecnologías de Información y la Administración Pública*, Mexico City, INFOTEC, pp. 407-434
  6. **Luna-Reyes, L. F.** (2017) “Relaciones inter-organizacionales y modelos de colaboración en la Administración Pública”, en J. Gil-García, I. Criado y J. Telléz (eds). *Las Tecnologías de Información y la Administración Pública*, Mexico City, INFOTEC, pp. 73-102
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  8. **Luna-Reyes, L. F.**, J. R. Gil-García, E. Rich and D. F. Andersen (2017). “Using System Dynamics for the Analysis of Complex Social Problems and Public Policy Alternatives: Fundamentals and Recommendations,” in Chen, Y.-Ch. And M. Ahn (eds.). *Routledge Handbook on Information Technology in Government*, Routledge pp. 71-92
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  10. Zhang, J., **L. F. Luna-Reyes** and T. A. Pardo (2016) “Information, Policy, and Sustainability: The Role of Information Technology in the Age of Big Data and Open Government” in J. Zhang, L. F. Luna-Reyes, T. A. Pardo and D. S. Sayogo (Eds.), *Information, Models, and Sustainability: Policy Informatics in the Age of Big Data and Open Government*, Public Administration and Information Technology (PAIT) Series, Springer, pp. 1-19.
  11. Ran, W.,\* H. Jarman, **L. F. Luna-Reyes**, J. Zhang, D. L. Andersen, G. K. Tayi, D. S. Sayogo,\* J. Luciano, T. A. Pardo and D. A. Andersen (2016) “Supply-Chain Transparency and Governance Systems: Market Penetration of the I-Choose System” in J. Zhang, L. F. Luna-Reyes, T. A. Pardo and D. S. Sayogo (Eds.), *Information, Models, and Sustainability: Policy Informatics in the Age of Big Data and Open Government*, Public Administration and Information Technology (PAIT) Series, Springer, pp. 67-92
  12. Jarman, H., **L. F. Luna-Reyes** and J. Zhang (2016). “Public Value and Private Organizations,” in Jarman, H. and L. F. Luna-Reyes (eds.). *Private Data and Public Value: Governance, Green Consumption, and Sustainable Supply Chains*, Public Administration and Information Technology (PAIT) Series, Springer, pp. 1-23
  13. Zhang, J., D. S. Sayogo,\* G. Tayi, and **L. F. Luna-Reyes** (2016). “Challenges to Developing Interoperable Data Architecture to Support Sustainable Consumption and Sustainable Supply Chains,” in Jarman, H. and L. F. Luna-Reyes (eds.). *Private Data and Public Value: Governance, Green Consumption, and Sustainable Supply Chains*, Public Administration and Information Technology (PAIT) Series, Springer, pp. 25-45

14. **Luna-Reyes, L. F.**, D. L. Andersen, D. F. Andersen and H. Jarman (2016). “Collaboration and Trust-Building among Public and Private Actors,” in Jarman, H. and L. F. Luna-Reyes (eds.). *Private Data and Public Value: Governance, Green Consumption, and Sustainable Supply Chains*, Public Administration and Information Technology (PAIT) Series, Springer, pp. 47-66
15. Luciano, J. S., D. S. Sayogo,\* W. Ran,\* N. Depaula,\* H. Jarman, **L. F. Luna-Reyes**, G. K. Tayi, J. Zhang, J. Hrdinova, D. L. Andersen, D. F. Andersen and T. A. Pardo (2016). “Using Ontologies to Develop and Test a Certification and Inspection Data Infrastructure Building Block,” in Jarman, H. and L. F. Luna-Reyes (eds.). *Private Data and Public Value: Governance, Green Consumption, and Sustainable Supply Chains*, Public Administration and Information Technology (PAIT) Series, Springer, pp. 89-107
16. Duhamel, F., S. Picazo-Vela, I. Gutierrez-Martinez and **L. F. Luna-Reyes** (2016). “Long-term Goals and Shifting Power Structures: A Convention-Based View,” in Jarman, H. and L. F. Luna-Reyes (eds.). *Private Data and Public Value: Governance, Green Consumption, and Sustainable Supply Chains*, Public Administration and Information Technology (PAIT) Series, Springer, pp. 129-146
17. Jarman, H., **L. F. Luna-Reyes** and T. A. Pardo (2016). “Encouraging Private Sector Transparency: Policies to Support Disclosure of Product Data in North America,” in Jarman, H. and L. F. Luna-Reyes (eds.). *Private Data and Public Value: Governance, Green Consumption, and Sustainable Supply Chains*, Public Administration and Information Technology (PAIT) Series, Springer, pp. 147-167
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19. **Luna-Reyes, L. F.**, D. E. Luna and S. Picazo-Vela (2014) “Dualidad Tecnológica y Procesos de Transición en el Gobierno del Estado de Puebla,” in Ruiz Alanis, L., J. M. Morales y Gómez and L. Contreras Orozco (Eds.), *Perspectiva del Gobierno Electrónico Local en México*. Instituto de Administración Pública del Estado de México and Universidad Autónoma del Estado de México, Toluca, México. ISBN 978-607-8087-18-1, pp. 117-144
20. **Luna-Reyes, L. F.**, D. E. Luna, J. R. Gil-Garcia, R. Sandoval Almazán and S. Picazo-Vela (2014) “El Portal del Gobierno del Estado de Puebla,” in L. F. Luna-Reyes (Ed.), *Estudios de caso en estrategia de negocios*. Cholula, Puebla, Editorial Universidad de las Américas Puebla.
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23. **Luna-Reyes, L. F.** and J. R. Gil-García. (2012). “Identifying Core Capabilities for Transformational Local Digital Government: A Preliminary Conceptual Model”, in V. Weerakkody and C. G. Reddick (Eds), *Public Sector Transformation through E-Government: Experiences from Europe and North America*. Routledge, New York, NY pp. 74-88
24. Gil-García, J. R., D. Arellano-Gault, and **L. F. Luna-Reyes** (2012). “Even if we build it, they may not come: Reformas de Gobierno Electrónico en México (2000-2009),” in Valverde Loya, M. A. and Hilderbrand, M. (Eds.). *¿Transformación, lo mismo de siempre, o progreso lento y con tropiezos? Reformas recientes al sector público en México*. Miguel Angel Porrúa, Harvard Kennedy School, Tecnológico de Monterrey, Mexico City, pp.137-171
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26. Jiménez-Munguía, M. C.\* and **Luna-Reyes, L. F.** (2011). “Understanding Graduate Students’ Intended Use of Distance Education Platforms”, in Eom, S. B. and J.B. Arbaugh (Eds.), *Student Satisfaction and Learning Outcomes in E-Learning: An Introduction to Empirical Research*. IGI Global, Hershey, PA, pp. 340-356
27. Pardo, T. A., J. R. Gil-García and **L. F. Luna-Reyes** (2010). “Collaborative Governance and Cross-Boundary Information Sharing: Envisioning a Networked and IT-Enabled Public Administration”, in R. O’Leary, S. Kim and D. Van Slyke (Eds.), *The Future of Public Administration Around the World: The Minnowbrook Perspective*. Georgetown University Press, pp. 129-140
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30. Gil-García, J. R. and **L. F. Luna-Reyes** (2009). “Fostering the Information Society through Collaborative E-Government: Digital Community Centers and the E-Learning Program in Mexico”, en A. Meijer, K. Boersma & P. Wagenaar (Eds.), *ICTs, Citizens & Governance: After the Hype*. IOS Press. Amsterdam, pp. 99-118
31. Huerta-Carvajal, I. and **L. F. Luna-Reyes** (2009). “City Boosterism through Internet Marketing: an Institutional Perspective”, in M. Gascó-Hernández and T. Torres-Coronas (Eds.), *Information Communication Technologies and City Marketing: Digital Opportunities for Cities around the World*, Idea Group, Inc. Hershey, PA. pp. 130-151

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33. **Luna-Reyes, L. F.** (2008). “Government Innovation through Knowledge Management”, in G. D. Garson y M. Khosrow-Pour (Eds.), *Handbook of Research on Public Information Technology*, Information Science Reference, Hershey, PA. pp. 493-507. Reprinted in M. D. Lytras and P. Ordonez de Pablos (Eds.), (2009) *Knowledge Ecology in Global Business: Managing Intellectual Capital*, Information Science Reference, Hershey, PA. pp. 291-305
34. **Luna-Reyes, L. F.**, J. R. Gil-García and J. S. Rojas-Bandera\* (2007). “An Exploratory Study of Electronic Government and State Portals in Mexico”, in M. Gascó (Ed.), *Latin America Online: Cases, Successes and Pitfalls*, Idea-Group Publishing, Hershey, PA. pp. 116-157
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### **EDITED VOLUMES**

1. **Luna-Reyes, L. F.** and J. Zhang (2023) “Public Value Creation Through Information Technologies in Government.” *Transforming Government: People, Process and Policy*. 17(2)
2. Bianchi, C., **Luna-Reyes, L. F.**, and Rich, E. (2020) “Enabling Collaborative Governance through Systems Modeling Methods: Public Policy Design and Implementation” *System Dynamics for Performance Management & Governance Series*, Springer
3. Gil-García, J. R., Pardo, T. A. and **Luna-Reyes, L. F.** (2018) “Policy Analytics, Modelling, and Informatics,” *Public Administration and Information Technology (PAIT) Series*, Springer
4. **Luna-Reyes, L. F.** and, F. Duhamel (2017) “Planeación estratégica en empresas mexicanas: Estudio de casos”. Cholula, Puebla, Editorial Fundación Universidad de las Américas Puebla. ISBN: 978-607-7690-63-4

5. Jarman, H. and **L. F. Luna-Reyes** (2016), “Private Data and Public Value: Governance, Green Consumption, and Sustainable Supply Chains”, Public Administration and Information Technology (PAIT) Series, Springer ISBN 978-3-319-27821-6
6. Zhang, J., **L. F. Luna-Reyes**, T. A. Pardo and D. S. Sayogo (2016), “Information, Models, and Sustainability: Policy Informatics in the Age of Big Data and Open Government,” Public Administration and Information Technology (PAIT) Series, Springer ISBN 978-3-319-25439-5
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8. Zhang, J., **L. F. Luna-Reyes** and S. Mellouli (2014) “Transformational digital government.” *Special Issue in Government Information Quarterly*. 31(4)
9. **Luna-Reyes, L. F.** (2014) “Estudios de caso en estrategia de negocios”. Cholula, Puebla, Editorial Universidad de las Américas Puebla. ISBN: 978-607-7690-23-8
10. Mellouli, S., **L. F. Luna-Reyes** and J. Zhang (2014) “Smart Government, Citizen Participation and Open Data.” *Special Issue in Information Polity: The International Journal of Government & Democracy in the Information Age*. 19(1-2)
11. **Luna-Reyes, L. F.**, Bertot, J. C. and Mellouli, S. (2014) “Open Government, Open Data and Digital Government.” *Special Issue in Government Information Quarterly*. 31(1)
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13. **Luna-Reyes, L. F.** and Zhang, J. (2013). “From E-Government to Smart Government: The Proceedings of the 14th Annual International Digital Government Research Conference”. ACM International Conference Proceedings Series. ISBN 978-1-4503-2057-3. Université Laval, Québec City, Quebec, Canada, June 17-20, 2013.
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### **INVITED PRESENTATIONS**

1. 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.
2. **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.
3. **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.
4. **Luna-Reyes, L. F.** (2021). “Como crear una agenda digital” *Expert panel organized by CIAPEM and Política Digital, Mexico*. Virtual Conference, May 13, 2021.
5. **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.
6. **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.
7. **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.
8. **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.
9. **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.
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  17. **Luna-Reyes, L. F.** (2008). “Las Tecnologias de Informacion al Servicio del Planeta Tierra (Information Technologies for Sustainability)” *Semana Nacional de Ciencia y Tecnologia*. Puebla, Mexico, October 17, 2008. National Council of Science and Technology, CONACYT, Mexico.
  18. **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.
  19. **Luna-Reyes, L. F.** (2007). “Portales de Gobierno, Transparencia y Participacion Ciudadana (Government Portals, Transparency and Citizen Participation)” *Semana Nacional de Ciencia y Tecnologia*. Puebla, Mexico, October 26, 2007. National Council of Science and Technology, CONACYT, Mexico.
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### **NON-REFEREED AND OTHER ARTICLES**

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1. 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/>
2. **Luna-Reyes, L. F.** (2022). “Book Review, Beth Kanter & Allison Fine, The Smart Nonprofit: Staying Human-centered in an Automated World” *VOLUNTAS: International Journal of Voluntary and Nonprofit Organizations*

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  27. **Luna-Reyes, L. F.**, D. S. Sayogo,\* J. Zhang, T. Pardo, G. K. Tayi, J. Hrdinova, and D. F. Andersen (2012) “Beyond Open Government: Ontologies and Data Architectures to Support Ethical Consumption.” *Proceedings of the 6th International Conference on Theory and Practice of Electronic Governance (ICEGOV 2012)*. October, 22-25, 2012. Albany, NY, USA.
  28. Sandoval-Almazan, R., **L. F. Luna-Reyes**, J. R. Gil-Garcia, D. E. Luna, and Y. Rojas-Romero\* (2012) “Open Government 2.0: Citizen Empowerment through Open Data, Web and Mobile Apps.” *Proceedings of the 6th International Conference on Theory and Practice of Electronic Governance (ICEGOV 2012)*. October, 22-25, 2012. Albany, NY, USA.
  29. Puron-Cid, G., J. R. Gil-Garcia and **L. F. Luna-Reyes** (2012) “IT-Enabled Policy Analysis: New Technologies, Sophisticated Analysis and Open Data for Better Government Decisions.” *Proceedings of the 13th Annual International Conference on Digital Government Research dg.o 2012*. June 4-7, 2012. College Park, MD.
  30. Sayogo, D. S.,\* J. Zhang, **L. F. Luna-Reyes**, H. Jarman, A. Whitmore,\* X. Tan,\* D. F. Andersen, D. L. Andersen, T. Pardo and G. Tayi (2012) “A Stakeholder Analysis of Interoperable Data Architecture: The case of I-Choose.” *Proceedings of the 13th Annual International Conference on Digital Government Research dg.o 2012*. June 4-7, 2012. College Park, MD.
  31. Luna, D. E., J. R. Gil-Garcia, **L. F. Luna-Reyes**, R. Sandoval-Almazan and A. Duarte-Valle\* (2012) “Using data envelopment analysis (DEA) to assess government web portals performance.” *Proceedings of the 13th Annual International Conference on Digital Government Research dg.o 2012*. June 4-7, 2012. College Park, MD.

32. Jiménez-Munguía, M. C.\* and **L. F. Luna-Reyes** (2012). “Development of analytical abilities and collaborative learning assessment in undergraduate students through simulation games.” *Proceedings of the 22nd International Conference on Electronics, Communications and Computers, CONIELECOMP*. February, 27-29, 2012. Cholula, Mexico.
33. **Luna-Reyes, L. F.**, J. R. Gil-Garcia and F. Ramírez-Hernández\* (2012). “A Dynamic-Capabilities View of Local Electronic Government: Lessons from Two Successful Cases.” *Proceedings of the Hawaii International Conference on System Sciences (HICSS-45)*. January, 4-7, 2012. Wailea, Maui, Hawaii.
34. Scholl, H. J. and **L. F. Luna-Reyes** (2011). “Transparency and Openness in Government: A System Dynamics Perspective.” *Proceedings of the 5th International Conference on Theory and Practice of Electronic Governance (ICEGOV 2011)*. September, 26-28, 2011. Tallinn, Estonia.
35. **Luna-Reyes, L. F.**, J. R. Gil-Garcia and J. A. Celorio Mansi\* (2011) “Citizen-Centric Approaches to e-Government and the Back-Office Transformation.” *Proceedings of the 12th Annual International Conference on Digital Government Research dg.o 2011*. June 12-15, 2011. College Park, MD.
36. 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.
37. Zhang, J., J. R. Gil-Garcia, **L. F. Luna-Reyes**, D. S. Sayogo,\* M. Nakashima\* and S. Mellouli (2011). “Building and Sustaining a Transnational and Interdisciplinary Research Group: Lessons learned from a North American Experience.” *Proceedings of the Hawaii International Conference on System Sciences (HICSS-44)*. Jan. 4-7, 2011. Koloa, Kauai, Hawaii.
38. Scholl, H. J. and **L. F. Luna-Reyes** (2011). “Uncovering Dynamics of Open Government, Transparency, Participation, and Collaboration.” *Proceedings of the Hawaii International Conference on System Sciences (HICSS-44)*. Jan. 4-7, 2011. Koloa, Kauai, Hawaii.
39. 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.
40. Méndez Aceves, R.,\* C. Pérez Díaz and **L. F. Luna-Reyes** (2010). “Portales de Gobierno Estatal en México: El caso del Portal del Gobierno del Estado de Puebla”. *Proceedings of the 11th Annual International Digital Government Research Conference dg.o 2010*. May 17-20, 2010. Puebla, Puebla, México.
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42. **Luna-Reyes, L. F.**, J. R. Gil-García and G. Romero\* (2009). “Modelo integral de evaluación del gobierno electrónico: un propuesta preliminar”. *Proceedings of the 10th Annual International Digital Government Research Conference dg.o 2009*. pp. 123-133.
43. **Luna-Reyes, L. F.**, J. Zhang, R. Roy, D. F. Andersen, M. Andersen, J. Arcelus de Diego and A. Whitmore\* (2009). “Information Strategies to Support Full Information Product Pricing: the Role of Trust.” *Proceedings of the Hawaiian International Conference on System Sciences-42*, Hawaii: IEEE Computer Society.

44. Gil-García, J. R. and **L. F. Luna-Reyes** (2008). “Digital Community Centers and the E-Learning Program in Mexico.” *Paper presented at DEXA e-Gov*. September, 1-5, 2008. Turin, Italy.
45. **Luna-Reyes, L. F.**, D. F. Andersen, G. P. Richardson, T. A. Pardo, and A. M. Cresswell (2007). “Emergence of the governance structure for information integration across governmental agencies: A system dynamics approach.” *Proceedings of the 8th Annual International Digital Government Research Conference dg.o 2007*. May 20-23, 2007. Philadelphia, PA. pp. 47-56.
46. Janssen, M., A. M. Cresswell, and **L. F. Luna-Reyes** (2005). “Modelling Methods for Information Integration: Comparative Cases in e-Government.” *Presented at eChallenges e-2005 Conference*. 19 - 21 Octubre, 2005. Ljubljana, Slovenia. **BEST PAPER AWARD**.
47. **Luna-Reyes, L. F.**, A.M. Cresswell, and G.P. Richardson (2004). “Knowledge and the Development of Interpersonal Trust: a Dynamic Model.” *Proceedings of the Hawaiian International Conference on System Sciences-37*, Hawaii: IEEE Computer Society.
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49. Black, L. J., Cresswell, A. M., Pardon, T. A., Thompson, F., Canestraro, D. S., Cook, M., **Luna, L. F.**, Martinez, I. J., Andersen, D. F., and Richardson, G. (2003). “A Dynamic Theory of Collaboration: A Structural Approach to Facilitating Intergovernmental Use of Information Technology”. *Proceedings of the Hawaiian International Conference on System Sciences-36*, Hawaii: IEEE Computer Society.
50. Cresswell, A. M., Pardo, T. A., Thompson, F., Canestraro, D. S., Cook, M., Black, L. J., **Luna, L. F.**, Martinez, I. J., Andersen, D. F., & Richardson G. (2002). “Modeling intergovernmental collaboration: A system dynamics approach”. *Paper presented at the Hawaiian International Conference on System Sciences-35*, Hawaii

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

\* *Current or former student*

+ *Presenter, when different from Luna-Reyes*

1. 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.
2. **Luna-Reyes, L. F.**, G. Puron-Cid, S. Greenberg, M. Ahn, A. P. Manoharan, J. R. Gil-García, Y-C. Chen. (2021) “Inclusion and Technology Access in Public Affairs Education: Lessons Learned from the Crisis and Beyond” *NASPAA Conference Panel*. Virtual Conference, October 25-29, 2021.
3. 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*.
4. Ahn, M., J. Lecy, **L. F. Luna-Reyes**, J. R. Gil-García, 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.
5. **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.

6. **Luna-Reyes, L. F.**, Luna, D. E., S. Picazo, J. R. Gil-Garcia, G. Puron-Cid, and R. Sandoval Almazan (2019). “Understanding Public Value Creation in the Delivery of Electronic Services.” *ASPA 2019 Annual Conference*. Washington, DC, March 8-12, 2019.
7. **Luna-Reyes, L. F.**, E. Martin, D. Siegel, and G. Porumbescu (2018) “Information and Data Literacy for Good Governance in the MPA Curriculum” *NASPAA Conference Panel*. Atlanta, GA, October, 2018.
8. Duhamel, F.,+ I. O. Gutierrez Martinez, **L. F. Luna-Reyes** and S. Picazo-Vela (2018) “Managing IT outsourcing relationships in the public sector in Mexico” *Academy of Management Proceedings*.
9. Chen, G.,+ H. Kang\* and **L. F. Luna-Reyes** (2017) “Key Determinants of Online Financial Transparency: A Technology–Organization–Environment Framework” *Association for Budgeting and Financial Management (ABFM) Annual Conference*. Washington, DC, September 30, 2017.
10. Bahaddin, B.,\*+ S. Weinberg, **L. F. Luna-Reyes** and D. F. Andersen (2017). “Simulating Lifetime Saving Decisions: The Behavioral Economics of Countervailing Cognitive Biases.” *35th International Conference of the System Dynamics Society*. Cambridge, MA, July 16-20. System Dynamics Society.
11. 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.
12. Duhamel, F., Gutiérrez-Martínez, I., Macías-Figueroa, J. E.,\* **Luna-Reyes, L. F.**, and Picazo-Vela, S. (2017). “Best Practices in the Management of IT Outsourcing in the Public Sector.” *18th Annual International Conference on Digital Government Research* (pp. 596–597). June 7-9, 2017. Staten Island, NY. ACM.
13. Gascó-Hernández, M., Martin, E. G.,+ Reggi, L.,\* Pyo, S.,\* and **Luna-Reyes, L. F.** (2017). “Citizen co-production through open data: cases of citizen training and engagement.” *International Institute of Administrative Sciences*. Washington, DC, June, 2017.
14. Gascó-Hernández, M., Martin, E. G., Reggi, L.,\* Pyo, S.,\* and **Luna-Reyes, L. F.** (2017). Citizen Co-production through Open Data: Cases of Citizen Training and Engagement. *18th Annual International Conference on Digital Government Research* (pp. 562–563). June 7-9, 2017. Staten Island, NY. ACM.
15. Li, K.,\* Chen, Y., and **Luna-Reyes, L. F.** (2017). “City Resilience as a Framework to Understand Smart Cities: Dimensions and Measurement.” *18th Annual International Conference on Digital Government Research* (pp. 568–569). June 7-9, 2017. Staten Island, NY. ACM.
16. Picazo-Vela, S., Sandoval-Almazan, R., Puron-Cid, G., Luna-Reyes, D. E., **Luna-Reyes, L. F.**, Gil-Garcia, J. R., and Hernandez-Juarez, L. (2017). “The Role of Social Media Sites on Social Movements against Policy Changes.” *18th Annual International Conference on Digital Government Research* (pp. 588–589). June 7-9, 2017. Staten Island, NY. ACM.
17. Zhao, X.,\*+ Y. Chen Jinan and **L. F. Luna-Reyes** (2016). “Smart Cities and City Resilience: Building Capabilities for Emergency Management.” *17th Annual International Conference on Digital Government Research dg.o 2016*. June 8-10, 2016. Shanghai, China, pp. 518-519
18. **Luna-Reyes, L. F.**, D. F. Andersen, L. J. Black and T. A. Pardo. (2015) “The Seen and Unseen: Emergent Control and Project Progress in IS Integration Efforts.” *33rd International Conference of the System Dynamics Society*, July 19-23, 2015, Cambridge, MA
19. NajafAbadi M. M.,\*+ B. Bahaddin,\* R. Behnagh, M. Deegan, D. Andersen, **L. F. Luna-Reyes**, R. MacDonald and E. Rich. (2015) “A Learning Science-based Protocol for Evaluation of a Sustainability-based Learning Environment.” *33rd*

- International Conference of the System Dynamics Society*, July 19-23, 2015, Cambridge, MA
20. Abadi, M.,\*+ Bahaddin, B.,\* Deegan, M. A., Behnagh, R. F., **Luna-Reyes, L. F.**, Rich, E. H., Andersen, D. F. (2015). “Empowering sustainable decision making: CoastalProtectSim in action.” *16th Annual International Conference on Digital Government Research dg.o 2015*. May 27-30, 2015. Phoenix, AZ.
  21. Ran, W.,\* **L. F. Luna-Reyes**, J. Zhang, D. Sayogo,\* F. Duhamel, S. Picazo-Vela, and D. Andersen+ (2014). “Exploring the Role of Entrepreneurship and Business Models in Technology Diffusion: A Case Study of the Market Diffusion of an Enabling Technology for Sustainable Consumption and Production” *International Conference of the System Dynamics Society 2014*. July 20-24, 2014. Delft, Netherlands.
  22. 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.
  23. **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.
  24. Duhamel, F., **Luna-Reyes, L.F.**, Gutierrez-Martinez, I., Picazo-Vela, S.,+ Jarman, H., Andersen, D.F., Zhang, J., Andersen, and D. L., Sayogo, D. S.\* (2013). “Information Architectures and Governance Structures to Support Smart Disclosure: a Convention-based View.” *44th Annual Meeting of the Decision Sciences Institute*, November 16-19, Baltimore, Maryland.
  25. Ran, W.,\* H. Jarman, **L. F. Luna-Reyes**, J. Zhang, D. L. Andersen, G. Tayi, D. S. Sayogo,\* J. Luciano and D. F. Andersen (2013) “Supply-Chain Transparency and Governance Systems: Market Penetration of the I-Choose System.” *International Conference of the System Dynamics Society 2013*. Julio 21-25, 2013. Cambridge, MA, USA.
  26. **Luna-Reyes, L. F.**, W. Ran,\* H. Jarman, J. Zhang, D. L. Andersen, G. Tayi, D. S. Sayogo,\* J. Luciano and D. F. Andersen (2013) “Group Model Building to Support Interdisciplinary Theory Building.” *International Conference of the System Dynamics Society 2013*. Julio 21-25, 2013. Cambridge, MA, USA.
  27. Sayogo, D. S.,\* J. Luciano, N. de Paula,\* G. Begany,\* **L. F. Luna-Reyes**, G. K. Tayi and D. F. Andersen (2013) “A Preliminary Ontology for Tracking Certification Systems: A Case Study of Fairtrade Coffee Certification.” *14th Annual International Conference on Digital Government Research dg.o 2013*. June 17-20, 2013. Quebec, Canada, pp. 267-268.
  28. 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.
  29. Jarman, H., **L. F. Luna-Reyes** and J. Hrdinová (2013) “Smart Disclosure, Public Value, and Sustainable Consumption.” *Annual International Conference on Digital Government Research dg.o 2013*. June 17-20, 2013. Quebec, Canada, pp. 259.
  30. Gil-Garcia, J. R., L. Flores Vivanco,\* **L. F. Luna-Reyes**, R. Sandoval-Almazan and D. E. Luna (2013) “Inter-Organizational Collaboration and Performance of State E-Government Portals in Mexico: Understanding the Role of Politics in the Enactment Process.” *14th Annual International Conference on Digital Government Research dg.o 2013*. June 17-20, 2013. Quebec, Canada, pp. 283-284.
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- State E-Government Portals in Mexico: A Progress Report.” *13th Annual International Conference on Digital Government Research dg.o 2012*. June 4-7, 2012. College Park, MD.
32. Jarman, H.,+ **L. F. Luna-Reyes**, J. Zhang, A. Whitmore, S. Picazo-Vela, D. L. Andersen, G. K.Tayi, T. A. Pardo, D. F. Andersen and D. Sayogo\* (2011). “I-Choose: Consumer Choice, Digital Government, and Sustainability in North America.” *Paper prepared for presentation at the Fall 2011 APPAM Research Conference*. November 3rd-5th, 2011. Washington, DC
  33. **Luna-Reyes, L. F.**, J. R. Gil-García and F. Ramírez-Hernández (2011). “A Resource-Based View of Local Digital Government: Core Capabilities for Success from the Case of Mexico”. *2011 International Conference of the System Dynamics Society*. July 24-28, 2011. Washington, DC, USA.
  34. 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
  35. González Martínez, S.,\* **L. F. Luna-Reyes**, D. E. Luna, J. R. Gil-Garcia and R. Sandoval-Almazan (2011) “Comparing Usability of Government Web Portals During Governor Change of Terms.” *12th Annual International Conference on Digital Government Research dg.o 2011*. June 12-15, 2011. College Park, MD.
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  39. Andersen, D. F., D. L. Andersen, **L. F. Luna-Reyes**, J. Zhang and A. Whitmore\* (2011). “Promoting Sustainability through Full Information Product Pricing Networks.” *XXIV International Conference on Strategy SLADE 2011*. May 19-21. Merida, Yucatan, Mexico.
  40. Campos-Garcia, D.,\* M. I. Huerta-Carvajal, I. Gutiérrez-Martínez and **L. F. Luna-Reyes** (2010). “Promoting Economic Development Through the IT Industry In Mexico.” *41st Annual Meeting of the Decision Sciences Institute*. Nov. 20-23, 2010. San Diego, CA.
  41. Whitmore, A.,\* D. F. Andersen, J. Zhang and **L. F. Luna-Reyes** (2010). “A Policy Framework for Evaluating Full Information Product Pricing (FIPP) Regimes”. *11th Annual International Digital Government Research Conference dg.o 2010*. May 17-20, 2010. Puebla, Puebla, México.
  42. **Luna-Reyes, L. F.** and J. R. Gil-García (2009). “Using Institutional Theory and Dynamic Simulation to Understand Complex E-Government Phenomena”. *2009 International Conference of the System Dynamics Society*. July 26-30, 2009. Albuquerque, NM, USA.
  43. **Luna-Reyes, L. F.**, J. Duran Encalada+ and E. Bandala (2009). “Exploring Alternatives for Sustainable Development in Tamiahua Wetlands”. *2009 International Conference of the System Dynamics Society*. July 26-30, 2009. Albuquerque, NM, USA.

44. Pérez Díaz, C. R., R. Méndez Aceves\*+ and **L. F. Luna-Reyes** (2009). “Portales de gobierno estatal en México: el caso del portal del gobierno del estado de Puebla”. *10th Annual International Digital Government Research Conference dg.o 2009*. pp. 330-331.
45. Zhang, J., **L. F. Luna-Reyes**, D. F. Andersen, A. Whitmore\* and R. Roy, (2009). “Exploring digital government initiatives to expand full information product pricing (FIPP) networks in NAFTA”. *10th Annual International Digital Government Research Conference dg.o 2009*. pp. 336-337.
46. Gil-Garcia, J. R., **L. F. Luna-Reyes**, S. Mellouli, C. Navarrete,\* T. A. Pardo and J. Zhang (2009). “Research group on digital government in North America: developing a comparative and transnational agenda”. *10th Annual International Digital Government Research Conference dg.o 2009*. pp. 338-339.
47. 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.
48. Pardo, T. A.,+ J. R. Gil-Garcia, and **L. F. Luna-Reyes** (2008). “Collaborative Governance and Cross-Boundary Information Sharing: Envisioning a Networked and IT-Enabled Public Administration.” *Paper presented at the Minnowbrook III Conference*, September 5-7, 2008. Lake Placid, New York.
49. Andersen D. F.,+ **L. F. Luna-Reyes**, A. Whitmore,\* J. Zhang y R. Roy (2008). “Exploring the Dynamics of Full Information Product Pricing Networks: the Case of Fair Trade Coffee in Mexico.” *2008 International Conference of the System Dynamics Society*. July 20-23, 2008. Athens, Greece.
50. Zhang, J., R. Roy, M. Charbonneau, **L. F. Luna-Reyes**, I. Lopez Dávila, J. Arcelus de Diego,+ D. F. Andersen, G. Cid, K. Bryce, T. DeMarco,\* A. Whitmore\* (2008). “Exploring Digital Government Initiatives to Expand Full Information Product Pricing (FIPP) Networks in NAFTA”. *9th Annual International Digital Government Research Conference dg.o 2008*. May 18-21, 2008. Montreal, Canada. pp. 369-370.
51. Navarrete, C.,\* J. Zhang, T. A. Pardo, **L. F. Luna-Reyes** and J. R. Gil-Garcia (2008). “North American Digital Government Working Group: Initial Steps in the Development of a Comparative and Transnational Agenda”. *9th Annual International Digital Government Research Conference dg.o 2008*. May 18-21, 2008. Montreal, Canada. pp. 395-396.
52. **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.
53. **Luna-Reyes, L. F.** and D. F. Andersen (2007). “Towards a Theory of Interorganizational Collaboration: Generic Structures of Cross-Boundary Requirements Analysis.” *2007 International Conference of the System Dynamics Society*. July 29 – August 2, 2007, Boston, MA.
54. 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.

55. Gil-García, J. R., N. Helbig, T. A. Pardo, **L. F. Luna-Reyes** and C. Navarrete\* (2007). "Working group on comparative and transnational digital government in North America." *8th Annual International Digital Government Research Conference dg.o 2007*. May 20-23, 2007. Philadelphia, PA. pp. 316-317.
56. Campos-García, D.,\*+ **Luna-Reyes, L. F.** and Gil-García, J. R. (2007). "Promoting the Economic Development through the IT Industry in Mexico: the PROSOFT Program." *2007 IRMA International Conference*. May 19-23, 2007. Vancouver, Canada.
57. Kopainsky, B.+ and **L. F. Luna-Reyes** (2007). "Closing the Loop: Promoting Synergies with other Theory Building Approaches to Improve System Dynamics Practice." *3rd European System Dynamics Workshop*. March 23-24, 2007. University of St. Gallen, Switzerland.
58. **Luna-Reyes, L. F.**, Gil-García, J. R. and Cruz, C. B.\* (2006). "Collaborative Digital Government in Mexico: Some Lessons from Federal Web-Based Inter-Organizational Information Integration Initiatives." *Proceedings of AMCIS 2006*. August 4-6, 2006. Acapulco, México.
59. **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.
60. Gil-García, J. R. and **Luna-Reyes, L. F.** (2006). "Enacting Inter-Organizational E-Government in the Mexican Federal Government". *Proceedings of dg.o2006*. May 22-24, 2006. San Diego CA.
61. Alcázar Díaz de León, L.,\* D. Castillo Camacho and **L. F. Luna-Reyes** (2006). "Análisis De Funcionalidad De Los Portales De Gobierno Estatal En México." *XIX Congreso Latinoamericano de Estrategia*. 25-27 Mayo 2006. Puebla, México.
62. **Luna-Reyes, L. F.**, V.G. Diker and D. L. Andersen (2005). "Interviewing as a Strategy for the Assessment of System Dynamics Models." *2005 International Conference of the System Dynamics Society*. 17-21 Julio, 2005. Boston, MA.
63. Kopainsky, B.+ and **L. F. Luna-Reyes** (2005). "Reflections on theory building and theory integration following a system dynamics approach." *2005 International Conference of the System Dynamics Society*. 17-21 Julio, 2005. Boston, MA.
64. **Luna-Reyes, L. F.**, I.J. Martínez-Moyano, T.A. Pardo, A.M. Cresswell, D.F. Andersen, and G.P. Richardson (2005). "Group Modeling of IT-Based Innovations in the Public Sector." *2005 International Conference of the System Dynamics Society*. 17-21 Julio, 2005. Boston, MA.
65. Richardson, G. P.,+ D. F. Andersen and **L. F. Luna-Reyes** (2004). "Joining Minds: Group modeling to link people, process, analysis, and policy design." *Twenty-Sixth Annual APPAM Research Conference*. October 28-30, 2004. Atlanta, GA
66. **Luna-Reyes, L. F.**, M. Mojtahedzadeh, D. F. Andersen,+ G. P. Richardson, T. A. Pardo, B. Burke, Y.-j. Wu, A. M. Cresswell, T. Bodor, D. S. Canestraro, S. Dawes, F. Demircivi, C. Schneider and F. Thompson (2004). "Emergence of the governance structure for information integration across governmental agencies: A system dynamics approach." *International Conference of the System Dynamics Society*, Oxford, UK, System Dynamics Society.
67. **Luna-Reyes, L. F.**, M. Mojtahedzadeh, D. F. Andersen,+ G. P. Richardson, T. A. Pardo, B. Burke, Y.-j. Wu, A. M. Cresswell, T. Bodor, D. S. Canestraro, S. Dawes,

- F. Demircivi, C. Schneider and F. Thompson (2004). “Scripts for Interrupted Group Model Building: Lessons from Modeling the Emergence of Governance Structures for Information Integration across Government Agencies.” *International Conference of the System Dynamics Society*, Oxford, UK, System Dynamics Society.
68. **Luna-Reyes, L. F.** and Gil-García, J. R.+ (2003). “E-Government Security, Privacy And Information Access: Some Policy And Organizational Trade-Offs.” *International Conference On Public Participation And Information Technologies*, Cambridge, MA, November 10-12, 2003
  69. **Luna-Reyes, L. F.** and T.A. Maxwell (2003). “The Digital Divide: An Integrated Approach.” *2003 System Dynamics Research Conference*, New York, NY, July 20-24: System Dynamics Society, Albany, NY.
  70. **Luna-Reyes, L. F.** (2003). “Model Conceptualization: A Critical Review.” *2003 System Dynamics Research Conference*, New York, NY, July 20-24: System Dynamics Society, Albany, NY.
  71. **Luna, L. F.** y Andersen, D. L. (2002) “Using Qualitative Methods in the Conceptualization and Assessment of System Dynamics Models”. *2002 System Dynamics Research Conference, Palermo, Italy*: System Dynamics Society, Albany, NY, 2002.
  72. 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.
  73. Cresswell, A., Pardo, T., **Luna, L.**, Martinez, I. Andersen, D. and Richardson, G. (2001) “Group Modeling of IT-Based Innovations in the Public Sector”, *2001 System Dynamics Research Conference, Atlanta GA*: System Dynamics Society, Albany, NY, 2001.
  74. 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.
  75. Martinez, I. and **Luna, L.** (2001) “The Dynamics of Best Practices: A Structural Approach”. *2001 System Dynamics Research Conference, Atlanta GA*: System Dynamics Society, Albany, NY. **HONORABLE MENTION AS ONE OF THE BEST STUDENT PAPERS.**

## **CURRENT RESEARCH SUPPORT**

Title: Investing in rural economic development in New York State: an evaluation of New York's REDC funding mechanism for rural communities, rural entrepreneurs, and local food systems

Agency: Ewing Marion Kauffman Foundation

PI: Roggio

Role: Co-PI

Amount: \$ 402,618 usd

Date: 2022-2025

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

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

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

### **COMPLETED RESEARCH SUPPORT**

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

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

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

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

Title: Food systems in crisis: dynamic local foodsheds as safety nets  
Agency: The Research Foundation, SUNY  
PI: Luna-Reyes  
Amount: \$ 8,250 usd  
Date: 2020-2021

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

Title: Developing a New York State Data Strategy Roadmap and Framework  
Agency: NY State IT Services  
PI: Pardo  
Role: Subject Matter Expert  
Amount: \$ 209,288 usd  
Date: 2018-2019

*We worked with NYS ITS to develop a vision and strategic goals to manage data resources within the State Government. In addition, we applied the Data Management Body of*

*Knowledge (DMBOK) to explore the current maturity of data management practices in State Agencies, developing a set of recommendations to achieve the vision.*

Title: Opportunities and Challenges in Promoting Innovation with Open Data  
Agency: IBM Center for The Business of Government  
PI: Luna-Reyes  
Amount: \$ 5,000 usd  
Date: 2017

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

Title: IT-Outsourcing Models in the Public Sector  
Agency: National Council for Science and Technology (CONACYT, México no. 242358)  
Co-PIs: Duhamel, Luna-Reyes, Gutierrez-Martinez, Picazo  
Amount: \$ 1,119,345 mx  
Date: 2015 – 2018

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

Title: Value Creation and State Government Portals in Mexico  
Agency: National Council for Science and Technology (CONACYT, México no. 240992)  
Co-PIs: Luna, Luna-Reyes, Gil-Garcia, Puron-Cid, Sandoval-Almazan  
Amount: \$ 993,265 mx  
Date: 2015 – 2017

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

Title: I-Choose: Construyendo Redes de Intercambio de Información para Mejorar Procesos de Decisión de Compras de Los Consumidores  
Agency: National Council for Science and Technology (CONACYT, México no. 171118)  
Co-PIs: Luna-Reyes, Duhamel, Picazo, Gutierrez-Martinez  
Amount: \$ 300,000 mx  
Date: 2012-2013

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

Title: Full Information Product Pricing (FIPP) Regimes: Policy Implications for US-Mexico Sustainable Commerce  
Agency: Puentes Consortium  
Co-PIs: Luna-Reyes, Derrick

Amount: \$ 12,500 usd  
Date: 2011-2012

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

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

Agency: National Council for Science and Technology (CONACYT, México no. 133670 and 84082)

PI: Luna-Reyes

Amount: \$ 130,000 mx in phase 1 and \$ 754,800 mx in phase 2

Date: 2008-2009 and 2011-2013

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

Title: Electronic Government Model for Mexican Municipalities

Agency: INFOTEC

Co-PIs: Luna-Reyes, Gil-Garcia

Amount: \$ 3'055,500 mx

Date: 2009-2011

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

Title: Interorganizational Collaboration and State Government Portals Performance in Mexico

Agency: National Council for Science and Technology (CONACYT, México no. 107154 and 84735)

Co-PIs: Luna-Reyes, Gil-Garcia

Amount: \$ 130,000 mx in phase 1 and \$ 750,744 mx in phase 2

Date: 2008-2009 and 2009-2012

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

Title: Feasibility of the Development of an IT Center in Puebla, Mexico

Agency: National Council for Science and Technology (CONACYT, México no. FOMIX-109125)

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

Amount: \$ 239,568 mx

Date: 2009-2010

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

Title: Border Security Infrastructure and Systems

Agency: Puentes Consortium  
Co-PIs: Luna-Reyes, Nunamaker  
Amount: \$ 3,500 usd  
Date: 2009

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

Title: Working Group Meetings on Intergovernmental and Inter-organizational Digital Government Initiatives in Multi-Jurisdictional Policy Domains: A Comparative and Transnational Research Agenda for North America

Agency: National Council for Science and Technology (CONACYT, México no. I0110/127/08)

PI: Luna-Reyes  
Amount: \$ 111,650 mx  
Date: 2008-2009

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

Title: Intergovernmental and Inter-organizational Digital Government Initiatives in Multi-Jurisdictional Policy Domains: A Comparative and Transnational Research Agenda from the Cases of Canada, Mexico and the United States

Agency: National Science Foundation

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

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

Title: White Paper for the Information Society in Mexico: e-Economy

Agency: e-México National Coordination

PI: Luna-Reyes  
Amount: \$ 139,944 mx  
Date: 2008

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

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

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

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

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

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

## **TEACHING AND MENTORING**

### **University at Albany, Courses Taught**

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

### **University at Albany, Executive Education**

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

### **Universidad de las Américas Puebla, México, Courses Taught**

2017- *Research Capstone*, (MNE 5132, graduate online)  
2018 *Decision Analysis* (MNE 5112, graduate online)  
2010-2014 *Introduction to MIS* (BA 230, undergraduate)  
2010-2014 *Business Simulation* (BA 420, undergraduate)  
2006-2014 *Introduction to Information Technology* (TI 100, undergraduate)  
2005-2014 *Dynamic Modeling and Simulation* (BA 560, graduate)  
2004-2014 *E-Business* (AD 524, graduate)  
2004-2014 *Information Management* (AD 512, graduate)  
2006-2008 *Knowledge Management and the Learning Organization* (AD 530, graduate)  
2007-2010 *E-Business* (BA 330, undergraduate)

- 2004-2009 *Knowledge Management* (AD 446, undergraduate)
- 1999-2000 *Introduction to System Dynamics* (AD 420, undergraduate)
- 1998-2000 *Systems Thinking* (AD 300, undergraduate)
- 1993-2000 *Mathematics for Business* (MA 114, undergraduate)
- 1996 *Introduction to Statistics* (MA 115, undergraduate)
- 1997 *Calculus* (MA 130, undergraduate)
- 1992-1993 *College Algebra* (MA 010, undergraduate)

**Universidad de las Américas Puebla, México, Executive Education**

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

**Workshops and other Teaching Experience**

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

**Doctoral Dissertation Committees**

- 2021- Thora Knight (Committee Member) “Regulation of Privacy Concerns (RoPC) in Online Behavioral Advertising” University at Albany, USA
- 2021- Mariana Torres Arroyo (Committee Member) “Rescuing fresh produce and preventing the waste of food for food security and environment” University at Albany, USA
- 2020-2022 Kiesel, Andre (Committee Member) “Evaluating the Potential Impact of Expedited Partner Therapy for Chlamydia and Gonorrhea and Barriers to Implementation and Scale-up” University at Albany, USA
- 2021-2022 Bahareh Ansari (Committee Member) “User-Centered Design in Public Health Data Visualizations: Optimizing the Dissemination of Public Health Data to Generate Action” University at Albany, USA
- 2019-2022 Udoh, Emmanuel (Committee Member) “An Exploratory Study on Fairness Issues in Algorithmic Policing Systems” University at Albany, USA
- 2018-2021 Sun, Hao (Chair) “Organization Change and Institutional Environment – Employee Influence and Financial Management of Public Retirement Systems” University at Albany, USA.
- 2018-2021 Zhao-Yerden, Xiaoyi (Chair) “An Investigation on Open Government Data Utilization and Impact: Influential Factors and Stakeholders” University at Albany, USA
- 2019-2021 Kang, Hyewon. (Committee Member) “Can Transparency Transform Governments? Effects of Financial Information Disclosure on Management, Citizens, and Elected Officials” University at Albany, USA

- 2019-2021 McGaughan, Jim (Committee Member) “How Ignoring Prior Probabilities Negatively Impacts Merger and Acquisition (M&A) Decision Making” University at Albany, USA
- 2018-2021 Buchan, Kevin (Co-Chair) “Using Machine Learning to Predict High Utilizers of Healthcare Services” University at Albany, USA
- 2019-2020 Reggi, Luigi (Committee Member) “Open Government Data strategies for better inclusiveness of governance networks” University at Albany, USA.
- 2018-2020 DePaula, Nic (Committee Member) “Information, politics and government communication: Discourse analyses of the U.S. Environmental Protection Agency on Twitter” Ph.D. Dissertation. University at Albany, USA.
- 2018-2020 Bahaddin, Babak (Committee Member) “Using Systems Archetypes and Generic Structures to Support Water Resource Management Studies: The Case of Cropping Pattern Change in New Mexico State” University at Albany, USA.
- 2017-2019 Najafabadi, Mahdi (Chair) “Modeling an Open Data Ecosystem: The Case of Food Service Establishments Inspection in New York State,” University at Albany, USA.
- 2016-2018 Dumas, Catherine (Committee Member) “The Dynamics of E-petitioning Behavior in We the People: An Exploration of Online Mobilized Collective Action,” Ph.D. Dissertation. University at Albany, USA.
- 2015-2016 Hagen, Loni (Committee Member) “Topic Modeling for E-petition Content Analysis: Interpreting Petitioners' Policy Priorities,” University at Albany, USA.
- 2014-2016 Ran, Weijia (Committee Member) “Overcoming barriers to the diffusion of a unified certification framework in support of sustainable development: strategies and policies to build the critical mass”, University at Albany, USA.
- 2011-2013 Sayogo, Djoko S. (Committee Member) “Modeling incentives to disclose: Smart disclosure policy, private sector transparency and demanded disclosure”, University at Albany, USA.
- 2010-2013 Jiménez Munguía, Maria del Carmen (Chair) “Assessing Factors That Impact Students’ Learning when using Business Simulation Games”, UDLA-Puebla, México.
- 2010-2012 Patiño Calderon, Carlos A. (Committee Member) “Awakening the Digital Mexico: A Governance Strategy for a Smart Nation”, ITESM, Mexico City, Mexico.
- 2009-2012 Galindo, Erika (Committee Member) “Export Obstacles and Social Networks: Latin American Experiences”, Johannes Kepler University
- 2008-2010 Fernandez Haddad, Marilu (Committee Member) “Understanding the effectiveness of social marketing programs”, Johannes Kepler University

**Doctoral Candidacy Committees, University at Albany**

- 2022- Paiva, Carlos (Chair)
- 2021- Gao, Lu (Chair)
- 2021-2022 Jeffcoat, Sabrina (Committee Member)
- 2019-2021 Knight, Thora (Chair)

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

### Master Thesis

2020	Havas, D. (Committee Member) “Analyzing Pre-Farm Gate Practices and Policies for a Sustainable Sheep Farm Enterprise Using System Dynamics: Focusing on Fiber Production and Marketing”, Cornell University, USA
2016	Flores Zuñiga, M. A. (Committee Member) “Desarrollo de Gobierno Electrónico: un modelo integral de Usuarios-Gobierno. Estudio a nivel subnacional de México, 2012-2014,” Facultad Latinoamericana de Ciencias Sociales Sede Académica México, Mexico City.
2013	López Agis, J. A. (Chair) “Leyes, Influencia Política y Tecnología: Factores para promover la transparencia en el estado de Jalisco” In Spanish. MBA Thesis UDLA-Puebla, México.
2012	Mar, Carlos (Chair) “Estudio Exploratorio sobre el Potencial de Crecimiento de un Clúster de Tecnologías de Información en la Zona Metropolitana de la Ciudad de Puebla” In Spanish. Master Thesis, M. Sc. Industrial Engineering. UDLA-Puebla, México.
2011	Gómez, D. (Chair) “Experimentos de Simulación y Clústers Industriales” In Spanish. Master Thesis, M. Sc. Industrial Engineering. UDLA-Puebla, México.
2010	Méndez, R. S. (Chair) “Puebla State Government Portal: A Case Study” In Spanish. Master Thesis, Business Administration. UDLA-Puebla, Mexico.
2010	Cruz, P. A. (Chair) “Evaluation of the Municipal Government Portal in Puebla, Mexico” In Spanish. Master Thesis, Business Administration. UDLA-Puebla, Mexico.
2008	Cruz, C. B. (Chair) “Institutional Arrangements and Enacted Technology in Collaborative Projects in the Federal Mexican Government.” In Spanish. Master Thesis, Business Administration. UDLA-Puebla, Mexico.
2007	Macías, C. (Chair) “Best Practices in Software Requirement Analysis: Towards a Methodological Proposal.” In Spanish. Master Thesis, Business Administration. UDLA-Puebla, Mexico.
2006	Lopez Hernández, A. (Chair). “The Effect of Campaign Expenditures on Citizen Voting for the Federal Elections in Mexico, 2006.” In Spanish. Master Thesis, Business Administration. UDLA-Puebla, Mexico.
2006	Estrada Marroquín, M. (Chair). “The impact of Institutions on IT- intensive Interorganizational Projects in the Mexican Federal Government.” In Spanish. Master Thesis, Business Administration. UDLA-Puebla, Mexico.

- 2006 Morán Rodríguez, V. M. (Chair). “Success Factors in using and developing information technology in Government: a Contingent Approach.” In Spanish. Master Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2006 Hernández, J. M. (Chair). “Towards a Model to Understand Success Factors on e-Government State Portals in Mexico.” In Spanish. Master Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2005 Von Raesfeld, A. (Chair) “Collaboration and Knowledge Sharing in Cross-Boundary Collaboration in Technical Development at Volkswagen Germany and Mexico.” In Spanish. Master Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2005 Arista, A. and Huerta, J. A. (Chair) “Smart IT Decisions for SMEs.” In Spanish. Master Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2005 Chevalier, G. and Cocolletzi, H. (Chair) “Trust and Electronic Transactions: a Dynamic Model.” In Spanish. Master Thesis, Business Administration. UDLA-Puebla, Mexico.

### **Undergraduate Thesis**

- 2014 D’Luna Paredes, J. E. (Chair) “Evaluación de calidad en los portales web gubernamentales a nivel estatal en México”, In Spanish. Undergraduate Thesis, Business Administration-MIS. UDLA-Puebla, Mexico.
- 2014 Martínez Pineda, O. (Chair) “Análisis del proceso de verificación del nivel de satisfacción de los usuarios sobre la calidad en los servicios llevados a cabo en Centro Nacional de Atención Ciudadana”, In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2014 Méndez Sansores, M. (Chair) “Incentivos y barreras de la implementación de una plataforma de intercambio de información para el consumidor de café”, In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2014 Espinosa, X. R. (Chair) “Análisis de viabilidad para la creación de un repositorio digital de documentos de trabajo generados por los profesores de la UDLAP”, In Spanish. Undergraduate Thesis, Business Administration-MIS. UDLA-Puebla, Mexico.
- 2013 García Arroyo, G. (Chair) “Integración y Apertura de la Información en la Cadena de Suministro del Café” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2013 Del Moral Rivera, D. (Chair) “Incentivos y Barreras para Compartir Información en la Cadena Productiva del Café” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2013 Ruz Escobar, C. y Catalán Catalán J. (Chair) “Evaluación del Gobierno Electrónico en México” In Spanish. Undergraduate Thesis, Business Administration-MIS. UDLA-Puebla, Mexico.
- 2012 De la Rosa, R. (Chair) “Evaluación del impacto de los portales web de gobierno estatal en México” In Spanish. Undergraduate Thesis, Business Administration-MIS. UDLA-Puebla, Mexico.
- 2011 López Espinosa, J. D. (Chair) “Hacia una Ontología de Certificación Orgánica: el Caso de I-Choose” In Spanish. Undergraduate Thesis, Business Administration-MIS. UDLA-Puebla, Mexico.
- 2011 Torres, D. A. y Del Moral, J. L. (Chair) “Desarrollo de Estrategias para Empresas Basadas en Sistemas de Simulación Dinámica”. In Spanish.

- Undergraduate Thesis, Business Administration-MIS. UDLA-Puebla, Mexico.
- 2011 Mandujano Morales, O. y Parra Arévalo, J. (Chair) “Assessing the Functionality of State Portals in Mexico” In Spanish. Undergraduate Thesis, Business Administration-MIS. UDLA-Puebla, Mexico.
- 2011 González Martínez, S. (Chair) “Usability of State Web Portals in Mexico: The case of Puebla” In Spanish. Undergraduate Thesis, Business Administration-MIS. UDLA-Puebla, Mexico.
- 2010 Gómez, A. (Chair) “Web 2.0 in Government” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2010 Piekarski, N. (Chair) “Assessing the Functionality of State Portals in Mexico” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2010 Flores Bornn, G. y Ovalle Aguilar, L. (Chair) “Developing a Business Plan for a valet Parking Service” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2009 Dominguez, S. (Chair) “Challenges and Opportunities for Alternative Markets: The Case of Mexican Coffee” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2009 Rodriguez, V. (Chair) “Public Relations Plan for the Sport Teams at Universidad de las Americas Puebla” In Spanish. Undergraduate Thesis, Communications. UDLA-Puebla, Mexico.
- 2009 Olalde, E. (Chair) “Application of the News Vendor Problem to the Restaurant Industry” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2009 Rivera, J. (Chair) “Business Case for: Distribuidora Ford Córdoba Automotriz.” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2009 García, L. (Chair) “Assessing State Government Portals in Mexico.” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2009 Reyes, O. (Chair) “Assessing Municipal Government Portals in Mexico as tools for City Marketing” In Spanish. Undergraduate Thesis, Marketing. UDLA-Puebla, Mexico.
- 2008 Porquillo E. and Ramírez J. (Chair) “Assessing Student Learning from their Participation in Management Simulation Games at the University Level.” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2008 Díaz G. (Chair) “Assessing Functionality Levels in State Government Internet Portals in Mexico.” In Spanish. Undergraduate Thesis, Communications. UDLA-Puebla, Mexico.
- 2008 Ungur, E. (Chair) “Nielsen Soap Opera for the Latin Market in the USA.” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.

- 2008 Espinosa, R. and Martínez, A. (Chair) “Institutional Factors and Service Quality in the Universal Services Kiosks in the city of Puebla.” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2008 Portillo, H. A. (Chair) “IT Strategy at the Local Level.” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2007 Loreda, H. (Chair) “Smart IT Investment Model for Apple Vacations CRM.” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2007 Linares, D. (Chair) “Evaluation Model por the Community Plazas Program.” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2007 Canales, J.A. (Chair) “A Case Study in the Labor Observatory Portal in Mexico.” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2007 Palacios, C. and Ordaz, J. (Chair) “Government Procurement and Information Technology: Compranet in Mexico.” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2007 Huerta, J. and Tolama, F. (Chair) “Chemdex Case Study.” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2007 Cervantes, G. and Delgado, A. (Chair) “User Acceptance and On-line Graduate Programs.” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2007 Díaz, N. and Uchida, N. (Chair) "Information Systems Use in Regional SMEs: a Comparative Analysis." In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2007 Serrano, A. (Chair) “Sharepoint Faculty Acceptance at the Universidad de las Americas-Puebla.” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2007 Romo, T. (Chair) "Neoris Project - Casa Azul, A.C." In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2006 Ávila, V. and Munive, S. (Chair). “A Proposal for the Implementation of a Balanced Scorecard in SMEs.” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2005 Prieto, M. A. and Ramos Priego, M. (Chair) “Information Technologies and the New Public Management: Using State Portals to Promote Access to Information.” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2005 Limón, C. and Romero, R. (Chair) “Desertion in Virtual Communities: Mercado Libre Case Study.” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2005 De la Rocha, A. and Ruiz, O. (Chair). “Knowledge Transfer and Boundary Objects in the Creation of Franchises.” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.
- 2005 García Miranda, S. and Machorro, J. L. (Chair). “Dynamic Hypothesis for the International Management Simulation Game.” In Spanish. Undergraduate Thesis, Business Administration. UDLA-Puebla, Mexico.

### **Other Academic Advising**

- 2019- Academic Adviser for undergraduate students in Public Policy
- 2016- Academic Adviser for MPA, Certificate of Graduate Studies, and non-degree graduate students

- 2017-2018 Student Organization Advisor, Information Science Graduate Student  
 2016-2019 Academic Adviser for all first-year Information Science doctoral students

## **UNIVERSITY AND PROFESSIONAL SERVICE**

### **Professional Service**

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

- 2020- Revenue sharing committee – Member  
 2016-2020 PhD program in Information Science Comps Committee – Chair  
 2020 COVID-19 Faculty Focus Group – Member  
 2016-2018 PhD program in Information Science Admissions Committee – Chair  
 2015-2018 PhD program in Information Science – Interim Director  
 2015-2016 CEAS Curriculum Committee – Member

- 2015-2016 Chair of the Academic Program Review Committee for the PhD Program in Information Science
- 2015 PhD program in Information Science Governance Committee – Member
- 2015 PhD program in Information Science Admissions Committee – Member
- 2015 PhD program in Information Science Comps Committee – Reviewer

**Department of Public Administration And Policy**

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

**Universidad de las Américas Puebla, México**

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

**Pre-Tenure Faculty Mentoring Committees**

- 2020-2022 Mikhail 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 Politica

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

### **Memberships and Associations**

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