

## People at CTG



Donna Canestraro, PMP  
Program Manager

### Specialty

- Interagency and Intergovernmental Information Sharing and Integration
- Business Process Analysis and Process Improvement
- Electronic Records Management
- Governance Process and Structures
- Critical Decisions Making Processes
- Strategic Planning

### Brief Bio

Donna's current work focuses on the policy, management, and technology issues related to inter- and intra-organizational information integration, enterprise IT Governance, and business process analysis. As Program Manager, Donna brings more than 30 years of professional experience in program and project management, adult education, and information technology to CTG's partnership projects. She has been with the Center since 1999 and has worked collaboratively with Center partners from the government, corporate, and academic arena on policy, management, and technology issues surrounding information use in the public sector.

Over her tenure at the Center, Donna continues to work with state and federal agencies as well as international organizations in helping foster public sector innovation, enhance capability, and improve their information management strategies. She has brought her expertise in assisting groups in creating business cases, strategic plans, and governance structures. She is highly experienced in facilitation, group decision conferences, and all facets of collaborative work.

Donna has experience in the fields of education and training, marketing, management, and customer service. Prior to joining CTG, she was the Program Manager with the Professional Development Program at the University at Albany's Nelson A. Rockefeller College. She previously worked at UNISYS Corporation as both the solution center manager of the Albany district and State regional product manager. Prior to that, Donna was a manager with the General Electric Company at both the Pittsburgh and Schenectady operations.

### Selected Publications

Pardo, T.A., Canestraro, D.S., Hrdinova, J., Cresswell, A.M., and Raup-Kounovsky, A. ***Creating Enhanced Enterprise Information Technology Governance for New York State: A Set of Recommendations for Value-Generated Change***. Albany, NY: Center for Technology in Government, 2009.

Costello, Jim, Canestraro, D.S., Gil-Garcia, J.R., & Werthmuller, D. ***Using XML for Web Site Management: Lessons Learned Report***, Albany, NY: Center for Technology in Government, 2008.

Costello, Jim, Canestraro, D.S., Werthmuller, D., Gil-Garcia, J.R., & Baker, Andrea. ***Using XML for Web Site***

**Management: An Executive Briefing on streamlining workflow, reducing costs, and enhancing organizational value**, Albany, NY: Center for Technology in Government, 2007.

Costello, Jim, Canestraro, D.S, Werthmuller, D., Gil-Garcia, J.R., & Baker, Andrea. **Using XML for Web Site Management: Getting Started Guide**, Albany, NY: Center for Technology in Government, 2006.

Canestraro, D.S, Pardo, T.A., Hrdinova, J., O'Connell, P. **A Performance Measurement Framework for Balancing Growth and Public Safety: Town of Bethlehem**. Albany, NY: Center for Technology in Government, 2006.

Cresswell, A.M., Canestraro, D.S., Pardo, T.A., Dawes, S.S., and Juraga, D. **Sharing Justice Information: A Capability Assessment Toolkit**. Albany, NY: Center for Technology in Government, 2005.

Cresswell, A.M., Canestraro, D.S., & Pardo, T.A. (November 2005). **A Multi-dimensional Approach to Digital Government Capability Assessment**. Paper presented at the Association for Public Policy Analysis and Management (APPAM) Conference, Washington DC.

## Education

- M.S., Curriculum and Instructional Design, 2001, University at Albany/State University of New York
- B.S., Education, 1977, Plattsburgh State University of New York