

## People at CTG



**Theresa Pardo**  
Center Director

### Specialty

- Information technology innovation in the public sector
- Electronic records management
- Interagency and intergovernmental information sharing and integration
- Information technology business case planning and development

### Brief Bio

Theresa works with a variety of government, corporate, and university partners to lead applied research projects on the policy, management, and technology issues surrounding information and information technology use in the public sector.

Theresa's current portfolio includes the development of a public value assessment framework for U.S. federal government open government initiatives funded by the U.S. National Science Foundation (NSF), and the development of models of social and technical interactions in cross-boundary information sharing and integration as well as information technology enterprise governance. Her most recent NSF-funded effort is as the principal investigator for a project to develop a data interoperability framework for the North American Free Trade Agreement (NAFTA) region by working with stakeholder communities involved in the growth of coffee in Mexico that is distributed, brewed, and consumed in Canada and the United States. In addition to funding from NSF, Theresa's research at CTG has been funded by the Social Science and Humanities Research Council of Canada, U.S. Department of Justice, the U.S. Library of Congress, the U.S. National Archives and Records Administration, the United Nations and New York State and local government agencies, among others.

Theresa is a Research Associate Professor at the Rockefeller College of Public Administration and Policy and an affiliated faculty member of the College of Computing and Information at the University at Albany. She is one of the founding developers of the highly ranked *Government Information Strategy and Management* curriculum at Rockefeller College. The academic program focuses on the policy, management and technology dimensions of information and technology use in the design and delivery of government programs. In 2008, Theresa received the University at Albany's *Excellence in Teaching Award*.

Theresa has written over 100 articles, research reports, book chapters and case studies focusing on IT innovation in the public sector, cross-boundary information sharing, trust and knowledge sharing, preservation of government records in digital form, and multi-method research. She has received numerous awards for her written work, including the 2008 best paper of the year award from the Journal of the American Society for Information Science and Technology and Best Paper Award in the E-Government Track at the 2009 Hawaii International Conference on System Sciences (HICSS).

Theresa is also a contributing author to practitioner publications such as *Public CIO* and regularly participates as

an instructor in professional development programs for government executives. Recent efforts include programs for the National Association of Chief Information Officers Corporate Council, GAO Information Technology Week, United Nations, the Instituto Nacional De Administracao Publica in Portugal, the Turkish Ministry of Finance, and the U.S. Federal Government Office of Personnel Management.

Theresa is an elected member of the Board for the Digital Government Society of North America and a member of the editorial board for several peer-reviewed journals, including *Government Information Quarterly*. She serves as a member of national and international advisory boards for organizations such as the National Center for Security and Preparedness, the Data Center for Applied Research in Social Sciences at Centro de Investigacion y Docencia Economicas (CIDE) in Mexico City, the U. S. Government Accountability (GAO) Office Executive Council for Information and Technology Management, and the International Conference on Theory and Practice of Electronic Governance (ICEGOV). She is also a Senior Adviser to the State Information Center, P.R. China.

### Selected Publications

Helbig, N., Stryin, E., Canestraro, D., and Pardo T.A., ***Information and Transparency: Learning from Recovery Act Reporting Experiences***, Proceedings of the Eleventh Annual International Conference on Digital Government Research: (dg.o 2010), May 2010, pp.1-10.

Gharawi, M.A., Pardo, T.A., and Guerrero, S. ***Issues and Strategies for Conducting Cross-National E-Government Comparative Research***, Paper presented at the 3rd International Conference on Theory and Practice of Electronic Governance (ICEGOV2009), Bogotá, Colombia, November 10-13, 2009.

Pardo, T.A., Burke, G.B., Gil-Garica, J. R., and Guler, A. , ***Clarity of Roles and Responsibilities in Government Cross-Boundary Information Sharing Initiatives: Identifying the Determinants***, Proceedings of 5th International Conference on e-Government, Wed, 21 Oct 2009, pp.148-155.

Dawes, S.S., Cresswell, A.M., and Pardo, T.A. , ***From “Need to Know” to “Need to Share”: Tangled Problems, Information Boundaries, and the Building of Public Sector Knowledge Networks***, Public Administration Review, Volume 69, Issue 3 (p 392-402).

Pardo, T. A., Gil-Garcia, J. R., and Burke, G. B. , ***Governance structures in cross-boundary information sharing: Lessons from state and local criminal justice initiatives***, Proceedings of the Forty-First Annual Hawaii International Conference on System Sciences (HICSS 2008), Jan 2008, p.211.

Pardo, T. A., Gil-Garcia, J. R., and Burke, G. B. , ***Informal leadership and networks: Lessons from the response to the West Nile Virus outbreak in North America***, Paper presented at the eChallenges e-2007 Conference, The Hague, Netherlands, Oct 2007.

### Education

- Ph.D., Information Science, 1998, University at Albany/State University of New York, Dissertation: *Reducing the Risks of Innovative Uses of Information Technology in the Public Sector: A Multidisciplinary Model*.
- M.S. Educational Administration, 1990, University at Albany/State University of New York.
- B.A. Political Science, 1982, University at Albany/State University of New York.