

## People at CTG



**Anthony M. Cresswell**  
Senior Fellow

### Specialty

- Organizational studies
- Research methods
- The role of information in organizational action and innovation

### Brief Bio

From 1999 to 2011, Dr. Cresswell served as deputy director of CTG working with a variety of government, corporate and university partners to conduct applied research projects on the policy, management, and technology issues surrounding information use in the public sector. Dr. Cresswell retired at the end of 2011, but continues to work at CTG as a Senior Fellow.

He began working at CTG as a senior research fellow in 1994 and also served as interim director from 2008-2009. One of his major contributions has been his focus on return on investment for government information technology and addressing the core issue of determining public value. In addition, Dr. Cresswell's efforts have been directed at problems of interorganizational information sharing, knowledge networks, and IT impacts on practice.

Dr. Cresswell has been at the University at Albany since 1979, with faculty appointments in Educational Administration and Information Science. Prior to arriving at the University at Albany, Dr. Cresswell served on the faculties of Northwestern University and Carnegie-Mellon University, and as a Faculty Advisor in the US Office of Management and Budget. In addition to research and teaching in the US, he has worked in information system and policy analysis projects in Africa, Asia, the Middle East, and Caribbean.

### Selected Publications

Guney, S., & Cresswell, A.M. (2012). Technology-as-text in the communicative constitution of organization. *Information and Organization* (forthcoming).

Dawes, S. S., Cresswell, A.M., & Pardo, T.A. (2009). From "need to know" to "need to share": Tangled problems, information boundaries, and the building of public sector knowledge networks. *Public Administration Review*, 69(3), 392-402.

Luna-Reyes, L. F., Black, L.J., Cresswell, A. M., & Pardo, T.A. (2008). Knowledge sharing and trust in collaborative requirements analysis. *System Dynamics Review*, 24(3), 265–297.

Cresswell, A.M., Burke, G.B. & Pardo, T.A. *Advancing Return on Investment Analysis for Government IT: A Public Value Framework*. Albany, NY: Center for Technology In Government, 2006.

Cresswell, A.M., Pardo, T.A., Thompson, F., & Zhang, J. (2006) Trust and collaboration: Knowledge sharing in public it innovations. In R. Traunmuller (Ed.), *Knowledge Transfer for eGovernment: Seeking Better Government Solutions*. Linz, Austria: Trauner Verlag.

Cresswell, A.M., *Return on Investment in IT: A Guide for Government Decision Makers*, Albany, NY: Center for Technology in Government, 2003.

## Education

- Ed.D., Educational Administration, 1970, Teachers College, Columbia University
- M.S. Educational Administration, 1967, Northern Illinois University
- B.S. Chemistry, 1962, Northern Illinois University