People at CTG

CTG staff members and fellows represent a broad range of academic disciplines and practical expertise.

- Abhilash Reddy Mandadi, University at Albany
- Abhishek Chaudhari, University at Albany
- Abhishek Gupta, University at Albany
- Alessia Neuroni, Visiting Scholar
- Amanda Reis, Federal University of Viçosa, Brazil
- Andrew Roepe, University at Albany
- Transfinder
- Ashish Balani, University at Albany
- Beatriz Lanza, Research Fellow
- Benjamin Solis, Rockefeller College of Public Affairs & Policy
- Bhaumik Patel, University at Albany
- Bhavik Patel, University at Albany
- Board Chair
- G. Brian Burke, Managing Director
- Donna Canestraro, PMP, Program Director
- Carolyn DeLuise, Secretary
- Connor Scott, College of Computing and Information
- Meghan Cook, Program Director
- Jim Costello, Web Application Developer
- Sharon Dawes, Fellow Emerita
- Demi Davie, University at Albany
- Djenielle Guerrier, University at Albany
- Djoko Sigit Sayogo, Research Fellow
- Edgar Alejandro Ruvalcaba Gómez, Visiting Scholar
- Eric Montanez, University at Albany
- Felippe Cronemberger, University at Albany
- J. Ramon Gil-Garcia, Research Director
- Giri Kumar Tayi, Faculty Fellow
- Ronald L. Greenberg, Government Fellow
- Greg Haranczyk, College of Computing and Information
- Hagyoung Byoun, University at Albany
- Hans Jochen Scholl, Research Fellow
- Teresa Harrison, Faculty Fellow
- Haseeb Kaurejo, University at Albany
- Iseul Choi, Rockefeller College of Public Affairs & Policy
- J. Ignacio Criado, Research Fellow
- Norman J. Jacknis, Government Fellow
- University at Albany
- Public Sector Innovation Expert
- Jing Zhang, Research Fellow
- Julia Singleton, Program Assistant
- Kangchen Li, Visiting Scholar
- Karan Verma, University at Albany
- Kashif Zaidi, University at Albany
- Alan Kowlowitz, Government Fellow
- Jane Krumm-Schwan, Director of Administration and Finance
- Lalitkumar Borse, University at Albany
- Lei Zheng, Research Fellow
- Lingjun Fan, Research Fellow
- Lucas Quirino Freitas, Brazilian Scientific Mobility Program
- Luis Felipe Luna-Reyes, Faculty Fellow
- Matt Leger, University at Albany
- Meet Parikh, University at Albany
- Megan Sutherland, Program Associate
- Sehl Mellouli, Research Fellow
About CTG

- Mila Gascó, Associate Research Director
- Minyoung Ku, Research Fellow
- Mojtaba Roshan, University at Albany
- Nicolas Soto, University at Albany
- Nidhi Vij, Visiting Scholar
- Theresa Pardo, Center Director
- Pedro Muller, Visiting Scholar
- SAP
- Priti Pachpande, University at Albany
- Qianli Yuan, University at Albany
- Rafael Valenzuela-Mendoza, Visiting Scholar
- Rahul Poddar, University at Albany
- Rahul Srivastava, University at Albany
- Rashmi Ruikar, University at Albany
- Reena Sharma, University at Albany
- Paula Rickert, Assistant Business Manager
- Center for International Earth Science Information Network
- New York State
- Saad Tai, University at Albany
- Saad Tai, University at Albany
- World Bank Group
- Shannon Mersand, University at Albany
- NYS Office of Children & Family Services
- China National Development & Reform Commission
- University at Albany
- Smit Shilu, University at Albany
- Sneha Jain, University at Albany
- Sora Park, University at Albany
- Center for Internet Security
- Taewoo Nam, Research Fellow
- Varun Narayanan, University at Albany
- Karthik Vinod, College of Computing and Information
- Derek Werthmuller, Director of Technology Innovation and Services
- Yuexin Zeng, Visiting Scholar
- Yumei Chen, Research Fellow
- Zabeah Ahmadzai, University at Albany

Abhilash Reddy Mandadi
University at Albany

Abhishek Chaudhari
University at Albany

Abhishek Gupta
University at Albany
Specialty

- Government information strategy and management
- Governance & policy making
- Collaboration across organizational boundaries, collective action
- Business efficiency and public value of IT projects
- Big, open, & linked data, data driven innovations

Brief Bio

Dr. Neuroni is professor in the Department of Business, Health and Social Work at the Bern University of Applied Sciences in Switzerland. She is deputy head of the University's E-Government Institute where she leads the research unit on Linked & Open Data and is co-leading the E-Business and E-Government specialization within the Information Systems program. Within the public sector, her area of interests covers the triangle leadership – IT – communication. Her applied research focuses on two key research questions: What should the state look like in the future? And how do we get there?

In the past, Alessia focused specifically on collaboration and policy making in the field of E-Government and the design of government data initiatives. Her lectures concern E-Government, Leadership and Strategies, and Political Communication. Additionally, she is a board member of the Swiss E-Government standardization organization eCH.

Education

- Ph.D., Political Communication, University of Zurich, 2006
- Master of Arts in Communication, Political Science and International Law, University of Zurich, 2002

Amanda Reis
Federal University of Viçosa, Brazil

Andrew Roepe
University at Albany

Antonio Civitella
Transfinder
Ashish Balani
University at Albany

Beatriz Lanza
Research Fellow

Specialty
• Mobile Government: Long-Range and Low Cost Technologies

Brief Bio
Dr. Bea Lanza, a former CTG Visiting Scholar (2014-2015), is a Researcher at the Federal University of the state of Paraná and Pontifical and at the Catholic University of Paraná in Brazil. Additionally, since 2001, Bea has been a senior analyst at Celepar - ICT Company of Paraná Government.

Bea has degree in Economics and also a Masters degree in International Business Administration in Electronic Government and in Systems Analysis. She took part in e-PING (Brazilian Government Interoperability Standard) and coordinated the Electronic Government Department of the Paraná Government. In 2006, she received the CONIP Excellence Award for Corporate Use of SMS (Short Message Service) in the Paraná State. In Vienna, she was a Best Paper Finalist and received a Highly Commended Paper Award for her article "Relations Among Governmental Project Actor: The Case of Paraná mGov."

Bea's dissertation, defended in August of 2016, was entitled "Business Model for SMS-Based Government Services: an Analysis from Configuration Theory."

Selected Publications


Education

- Ph.D., Administration, Federal University of Paraná, Curitiba, PR Brazil
- Master of Administration, Pontifical Catholic University, Curitiba, PR Brazil

Benjamin Solis
Rockefeller College of Public Affairs & Policy

Bhaumik Patel
University at Albany

Bhavik Patel
University at Albany

William Travis
Board Chair

G. Brian Burke
Managing Director

Specialty

- Cross-boundary and transnational knowledge and information sharing networks
- Assessing the value of government information technology investments
- Government information management strategies

Brief Bio

Brian is managing director at the Center for Technology in Government, University at Albany, State University of New York. He is responsible for ensuring that Center operations support the CTG mission and the strategic goals of the University at Albany. He works closely with governments at all levels in the United States and internationally helping them develop better policies, management practices, and information and communication
technologies that improve performance and services.

Brian also serves as vice president of the University at Albany chapter of Phi Beta Kappa. In this role, he helps identify the most outstanding arts and sciences students for induction into the nation’s oldest academic honor society.

Previously, Brian worked for AT&T Government Solutions in the Office of the U.S. Secretary of Defense. Prior to that, he served as an officer in the United States Air Force.

Selected Publications


Education

- M.A., International Relations, 2003, Creighton University
- B.A., History and Political Science, 1994, Rutgers College

Donna Canestraro, PMP
Program Director

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
As Program Director at CTG, Donna brings more than 30 years of professional experience in program and project management, adult education, and information strategies and innovations to CTG's partnership projects. She is a certified Project Management Professional (PMP) with large-scale project management experience applied in a variety of complex business and technical environments. She is also currently an adjunct professor in Government Information Strategy and Management, a nationally ranked academic program offered by Rockefeller College of Public Affairs & Policy at the University at Albany.

Donna is a highly sought after group facilitator and speaker as she has experience in all facets of collaborative work. Her current portfolio includes work with the New York State government, the United States federal government, United Nations Secretariat, UN Department of Economic and Social Development and many others. Through her facilitation skills and business analytical skills, she helps groups overcome the challenges of inter- and intra-organizational information integration and sharing. She is instrumental in leading organizations in the creation of an enterprise IT governance structure and focuses on building capability in each organization that she works with.

Donna currently directs CTG’s Leadership Institute, which offers seminars, workshops, and other executive development sessions for government officials in the United States and internationally. She serves on several advisory boards for public and not-for-profit organizations and associations.

She is a recipient of the University at Albany President’s Award for Excellence in Professional Services and has received a Best Management, Case Study and Policy Paper Award at the Annual International Conference on Digital Government Research. Donna has co-authored numerous articles, guides, book chapters and reports related to the various projects she has lead at CTG.

Selected Publications


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
Carolyn DeLuise
Secretary

Specialty

• Administrative Support
• Travel Coordination
• Office Activities/Logistics
• Management of Library Reference Materials
• Database Management
• Equipment Inventory/Surplus

Brief Bio

Carolyn provides administrative support to the Center’s day-to-day operations and all CTG staff. She is responsible for receiving all Center visitors, fielding phone calls and scheduling meetings. She serves as the Center’s travel coordinator, as well as provides support for office activities and events, maintains weekly staff and conference room calendars, library materials, internal forms, office supplies/inventory, updates the database contact list and manages CTG office equipment surplus through OEM.

Directly preceding CTG, Carolyn worked for The Albany Promise, a Cradle-to-Career partnership, anchored at the University at Albany. Before that, she worked for over four years supporting Ray Bromley, Vice Provost of International Education, and his staff. Carolyn’s previous NYS service includes working for the NYS Division of Criminal Justice Services (2007-11) in several capacities.

Before becoming a NYS employee in 2007, Carolyn worked for more than 20 years in the private sector as a Legal Assistant for various companies including Anderson, Moschetti & Taffney, Solomon Smith Barney, New York Business Development Company, Taylor & Matalavage (in-house counsel for Liberty Mutual Insurance Company), LeBoeuf, Lamb, Greene & MacRae, and the Beltrone Living Center, to name a few. For several years, while raising her two daughters, Carolyn worked as a Teacher’s Assistant in both Lynnwood Elementary and Brown Schools, where she also served as a Building Cabinet and a PTA member. At Lynnwood Elementary School, she spearheaded two volunteer children’s programs, “Common Cents for Habitat for Humanity” and the “Albany County Nursing Home Program.” She also operated three small businesses of her own: Resumes & More, Helping Hands/Interim Domestic Services and Life Stores & More.

Carolyn is currently working towards her Bachelor’s Degree in Health and Human Services at Empire State College. For her Independent Study at ESC, Carolyn is working on the development of a youth leadership program.

In her spare time, Carolyn enjoys spending time with her daughters, reading, writing, walking, biking, hiking, traveling, gardening, yoga, working with youth & volunteering.

Education

• Bernard Baruch College, Coursework in American Legal Systems & Criminal Justice
Connor Scott
College of Computing and Information

Meghan Cook
Program Director

Specialty
- Digital transformation and technology adoption in municipal, state, federal, and international governments
- Informing public sector policies & programs
- County & municipal government information management
- Mobile government
- Open government
- International Community Building

Brief Bio
As Program Director, Meghan leads innovation initiatives that build capability in public sector organizations and agencies throughout the world. Through a unique and collaborative process, Meghan works side by side with international, federal, state and local government leaders to produce new knowledge and actionable results. With over 18 years of experience working on public sector innovation efforts, Meghan is considered an expert in digital government transformation.

Some of her current and recent projects include leading four Capital Region cities in developing code enforcement data and problem property owner sharing platform for the purposes of fighting blight (funded by the NYS Department of State), developing CTG’s Open Government Portfolio Public Value Assessment Tool under a grant from the National Science Foundation (NSF), leading the US Department of Transportation in an assessment of their agency’s open government portfolio, assisting the Metropolitan Transit Authority (MTA) in a change management planning effort for the deployment of an enterprise system, and leading a World Bank team to launch the Federal Government of Nigeria’s Open Data Initiative and Open Government Readiness Assessment.

Meghan has published numerous research and practice articles detailing how organizational capabilities, information policies, management practices, and technology choices intersect to shape government operations and services. She also serves as a reviewer for journals and conferences and presides in many advisory roles. She is a highly sought speaker and facilitator, having delivered over 200 thought-leadership and strategy development sessions for government leaders all over the world, including the International Conference for E-Democracy and Open Government in Krems, Austria, New York State’s IT Leadership Academy, in Albany, Major Cities of Europe Smarter Cities Conference in Ljubljana, Slovenia, the European Commission’s ePractice Series, Smart Cities Week in Washington DC, Port Alegre, Brazil’s Digital Democracy Summit, Federal Government of Nigeria’s Open Government Launch, Moscow’s International Conference on Open Government; Mexico’s Annual Government Innovation Forum, and more.
Selected Publications


De Tuya, M., Cook, M., Sutherland, M., Luna-Reyes, L., (2015) *IT Governance at the Local Level: Challenges and Strategic Recommendations,* Government Information Quarterly.


Education

- Master of Science in Education, 2002, University at Albany, State University of New York
- Master of Public Administration, 1996, University at Albany, State University of New York

Jim Costello
Web Application Developer

Specialty

- Web applications
- JavaScript, Python, JSON, XML, PHP
Brief Bio

Jim is responsible for bringing dynamic and interactive features to CTG's Web site and other Web projects, incorporating promising new technologies such as Node.js, Angular.js, Django, JSON, and XML. He also supervises and mentors student interns and assistants in a variety of technical projects at CTG.

Jim brought 20 years of experience to CTG, which he joined in 2001. His expertise lies in innovative uses of technology for information sharing and education. He combines strong technical skills with a background in communications and training to support and enhance a variety of CTG projects and general operations.

Recently, Jim's work has focused on tools and processes for better data management and visualization. His projects in this arena involve building portable, flexible, and transferable data visualizations from open data platforms using open source web-based tools such as D3.js and JSON APIs, among others. Jim is a certified Oracle developer and an Acquia Certified Drupal Site Builder.

Selected Publications


Education

- Ph.D., English/American Literature, 1983, State University of New York at Buffalo
- M.A., English/American Literature, 1981, State University of New York at Buffalo
- B.A., English and Philosophy, 1976, College of the Holy Cross

Sharon Dawes
Fellow Emerita

Specialty

- Government information strategy and management
- International digital government research and practice
Collaboration across organizational boundaries

**Brief Bio**

As fellow emerita, Sharon develops international research and innovation partnerships with academic institutions and government agencies in Asia, Europe, and other countries.

From 1993 to 2007, Sharon served as CTG's founding director, building and nurturing research programs, applied projects, and public-private-academic partnerships. Under her leadership, CTG received several prestigious national awards including the *Innovations in American Government Award*.

Sharon is also professor emerita of Public Administration and Policy and Informatics and led the development of the UAlbany's Government Information Strategy and Management curriculum in public administration. Before coming to CTG, she was executive director of the New York State Forum for Information Resource Management, and an executive fellow at the Rockefeller Institute of Government. She spent her early career as a government program manager, including seven years as an associate commissioner responsible for New York's then $12 billion welfare programs.

A fellow of the National Academy of Public Administration, Sharon was elected the first president of the Digital Government Society of North America in 2006. She serves on advisory committees for the US National Science Foundation, the National Archives and Records Administration, and the United Nations University. She has been honored with leadership awards from public, private, and academic organizations.

**Selected Publications**


**Education**

- Ph.D., Public Administration, 1991, University at Albany/State University of New York, Dissertation: A Theory of Interagency Information Sharing
- B.A. Magna cum laude, American Studies, 1974, University at Albany/State University of New York

**About CTG**

- www.ctg.albany.edu/about/about?sub=people
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Djoko Sigit Sayogo
Research Fellow

Specialty

- Open Data: Private sector transparency and Smart disclosure policy
- Information Architecture for Sustainable Consumption
- Motivation for data and information disclosure and sharing

Brief Bio

Dr. Sayogo is a senior lecturer in the Department of Economics and Business at the University of Muhammadiyah at Malang (UMM), Indonesia. Additionally, he was the Director at the Center for Economics, Business & Entrepreneurship Development at UMM. His research interests focus on the intersection of information technology, public policy, management, and economic development and on the broad topic of the application of information technology both in public and private entities, including subjects such as information sharing in the financial market, open data, smart disclosure policies, e-financial reporting, and open budget.

Djoko, who was a Postdoctoral Associate at CTG in 2015, worked on the CTG team that aims to develop a proof of concept for global information systems using Semantic Web technologies based on OWL ontology, called I-Choose. He focuses on understanding motivation and incentives for private sector to engage open data and smart disclosure policy to support platform such as I-Choose. He also focuses on understanding the determinants of consumer’s trust on information produced by platform such as I-Choose. In addition, he is currently working on analyzing the determinants of interagency information sharing and integration success.

Djoko served as the head of an undergraduate student accounting laboratory from 2006 to 2007, the head of a computer laboratory from 2007 to 2008, and took charge of managing an Internet training program for students at UMM in 2007. Djoko is an active contributor to major digital government conferences and his publications appear in Government Information Quarterly and Journal of Theoretical and Applied Electronic Commerce Research.

Link to Curriculum Vita

Selected Publications


**Education**

- Ph.D., Public Administration, 2013, Rockefeller College, University at Albany
- M.Acc, Accounting, 2003, The University of Melbourne, Australia
- B.S., Accounting, 1997, The University of Muhammadiyah at Malang, Indonesia

**About CTG**

Edgar Alejandro Ruvalcaba Gómez
Visiting Scholar

**Specialty**

- Open Government
- Public Policy

**Brief Bio**

Edgar Alejandro Ruvalcaba Gómez is a researcher and PhD candidate at the Universidad Autónoma de Madrid (UAM) in Spain. He holds a scholarship from the Universidad de Guadalajara (UDG) in Mexico, where he became a Lawyer. He also received a Masters in Public Policy of Local Governments, and a Masters in Public Management in Virtual Environments from UDG.

In recent years he has presented his research advances in seminars and conferences and has also published articles and chapters related to Open Government (Transparency, e-Participation, Open Data). Edgar was awarded by the Open Government Partnership (OGP) and the International Development Research Centre (IDRC) for his research on "Measuring the Impact of the Open Government Partnership in Member States using an Implementation Size Model," conducted with Dr. Rafael E. Valenzuela, and Dr. J. Ignacio Criado.

Edgar was a "visiting scholar" at Trinity College Dublin, Ireland in 2015. He is part of the Information Management in the professional Social Network “NovaGob” and different research groups.

Edgar is currently conducting research on Public Policy and Public Management of Open Government in the Department of Political Science and International Relations at UAM.
**Education**

- Ph.D. in Law, Government and Public Policy, Universidad Autónoma de Madrid, Spain (Currently Enrolled)
- M.A. in Public Policy (Local Government), Universidad de Guadalajara, Mexico
- M.A. in Public Services Management in Virtual Environments, Universidad de Guadalajara, Mexico
- B.S. in Law, Universidad de Guadalajara, Mexico

**Eric Montanez**  
University at Albany

**Felippe Cronemberger**  
University at Albany

![J. Ramon Gil-Garcia](image)

**J. Ramon Gil-Garcia**  
Research Director

**Specialty**

- Institutional and environmental theories for researching e-government
- Inter-organizational collaboration and information integration
- Theoretical linkages between organization theory, public management, and information science
- Government information management and policy
- Quantitative and multi-method research approaches

**Brief Bio**

J. Ramon Gil-Garcia, Ph.D., MS is an Associate Professor of Public Administration and Policy and the Research Director of the Center for Technology in Government, University at Albany, State University of New York.

As the Research Director of CTG, Dr. Gil-Garcia has primary responsibility for developing and managing the Center’s research portfolio. He also is responsible for helping maintain and expand the Center’s network with research sponsors, partners, and colleagues around the world. Dr. Gil-Garcia leads the development of research and other project proposals resulting in grant funding and contracts and serves as a Principal Investigator and a member of multi-disciplinary, multi-investigator research teams.

Dr. Gil-Garcia is a member of the Mexican National System of Researchers and of the Mexican Academy of Sciences. In 2009, he was considered the most prolific author in the field of digital government research.
worldwide and in 2013 he was selected for the Research Award, which is “the highest distinction given annually by the Mexican Academy of Sciences to outstanding young researchers.” Currently, he is a Faculty Affiliate at the National Center for Digital Government, University of Massachusetts Amherst and also an Affiliated Faculty Member of the Informatics Doctorate Program at the College of Engineering and Applied Sciences, University at Albany. He is also a Professor (on leave) in the Department of Public Administration at Centro de Investigación y Docencia Económicas (CIDE) in Mexico City.


Dr. Gil-Garcia has extensive teaching experience and has collaborated with 11 universities, including departments of Public Administration, Political Science, Social Science, Information Studies, and Management Information Systems. He has lectured on topics such as Public Management, Policy Analysis, Organization Theory, Database Applications, Statistics, Web Development, Quantitative Analysis and Modeling, Research Methods, Public Administration Theory, Local Government Management, and Information Technologies in the Public Sector, among others. Prior to his academic career, Dr. Gil-Garcia held several government positions, including systems analyst, responsible for the data processing system, and the director’s Executive Assistant at the General Direction of Rural Development, Secretary of Agricultural Development of the State of Mexico. Dr. Gil-Garcia also has many years of experience as a consultant for federal, state, and local government agencies. He has been a volunteer in several non-profit organizations and is an active member of professional associations in fields such as Public Administration, Information Systems, Public Policy, and Political Science. He is also a former Fulbright Scholar.

Link to Curriculum Vita

Selected Publications


Education

- Ph.D., Public Administration and Policy, 2005, Rockefeller College of Public Affairs and Policy, University at Albany, SUNY.
Giri Kumar Tayi  
Faculty Fellow

Specialty

- Operations Management
- Information Systems
- Digital Government
- Supply Chains & Data Quality

Brief Bio


He has published nearly 60 refereed journal articles, has over 60 conference proceedings/presentations, has served on about 20 research panels organized by NSF, at academic conferences (such as ICIS, INFORMS, IEEE, CSWIM, ICIQ, PACIS) and several book chapters covering the above three fields. Many of the articles appear in top-tier academic journals such as Operations Research, Information Systems Research, Management Science, MIS Quarterly, IEEE Transactions, Networks, Naval Research Logistics, EJOR, Journal of Combinatorial Optimization, INFORMS Journal of Computing, Journal of Computer Security, Quantitative Marketing and Economics, Journal of Operations Management, Government Information Quarterly, Communications of the ACM.


He has Co-guest edited ten special issues for EJOR, Communications of the ACM, Information Technology Management, Information Systems Frontiers, Government Information Quarterly, and IEEE Computing covering topics such as Multistage Production-Inventory Systems, Data Quality, Data Analytics, Communication Networks, Mobile Computing, Information Integration, Open Innovation and Digital Government.
In 2013, he received SUNY-wide Chancellor’s Award for Excellence in Research. In 2012, he received the University at Albany Excellence in Research award. In 2009, he received the Best Associate Editor Award from INFORMS for serving on the Editorial Board of ISR and in 2010 and 2015 he received the Outstanding Service Award from INFORMS for being the longest serving Associate Editor of ISR. In December 2016, the Government of India invited him as one of the 250 leading researchers across all STEM disciplines from technologically advanced countries around the world as a part of its GIAN initiative to conduct research workshops to enhance the research capabilities of faculty and doctoral students at leading Indian Universities, Indian Institutes of Management (IIMs) and Indian Institutes of Technology (IITs).

He has made over 60 research presentations at Doctoral Seminars and Research Colloquia at leading Research Universities and R&D Centers around the world. Over the past two decades, he has served as an External Reviewer of about 35 faculty research portfolios for promotion and tenure cases at major research universities around the world. He regularly serves as an External Reviewer of Research Grant Proposals for the National Science Foundation (NSF), University Research Grants Council of Hong Kong (RGC), Natural Sciences and Engineering Research Council of Canada (NSERC), Social Sciences and Humanities Research Council of Canada (SSHRC), National Research Grants Council of Singapore.

He regularly serves as an External Reviewer of Research Grant Proposals for the National Science Foundation (NSF), University Research Grants Council of Hong Kong (RGC), Natural Sciences and Engineering Research Council of Canada (NSERC), Social Sciences and Humanities Research Council of Canada (SSHRC), National Research Grants Council of Singapore. He serves or has served as a Visiting Research Professor/Scholar at Singapore Management University (SMU), National University of Singapore (NUS), Polytechnic University of Hong Kong (PolyU), City University of Hong Kong (CityU), South China University of Technology (SCUT), Monash University (MU), Malaysia, IIM Bangalore, Xian Jiaotong University (XJTU) and Indian School of Business (ISB).

Over the years, he has also has given several key note and plenary talks to a variety of trade and professional associations in the USA, India, China, Hong Kong, Singapore and Mexico. He has held several administrative positions in the School of Business including Faculty Director of Full-time MBA program, Faculty Director of Weekend MBA program, Department Chair and Associate Dean for Faculty Research and Development.

He has obtained and supervised about 25 funded year-long Master’s level Information Systems Field Projects (quasi-consulting projects) at several US private firms such as GE, NYNEX (now Verizon), Leverpoint, GP Funds Solutions, Price Chopper, Siemens and several New York State Government Agencies.

Education

- Ph.D., Carnegie Melon

Ronald L. Greenberg
Government Fellow

Specialty

- Innovation In Government
- Organizational Transformation
Brief Bio

As a government fellow at CTG, Mr. Greenberg will work with staff to develop practitioner articles and presentations with a focus on transforming government. He will continue to be a guest lecturer at Rockefeller College with an emphasis on the Information Strategy and Management Concentration.

Mr. Greenberg is currently a Senior Adviser at the government relations firm Brown & Weinraub, PPLC. He provides strategic advice to a diverse group of technology clients, ranging from start-ups to Fortune 100 companies.

Previously, Mr. Greenberg served nearly two decades in the New York State government in various senior appointed positions, including first deputy budget director to three governors and deputy of Enterprise Shared Services. He has been recognized as an innovator in government using private sector best practices to transform inefficient and ineffective state business processes. In 2013, Public CIO Magazine inducted Ron into the New York State Information Technology Hall of Fame.

The transformation models he designed fundamentally changed the fabric of state government, including the statewide strategy for an enterprise-wide shared services program, the architect of the most significant restructuring of technology services across New York State agencies, and served as a board member of the largest Enterprise Resource Planning implementation in the country by two separately elected public officials.

Selected Publications


Education

- M.B.A., State University of New York at Albany, 1999
- M.A., Public Policy Analysis and Administration, State University of New York at Binghamton, 1994
- B.A., Political Science, State University of New York at Binghamton, 1993

Greg Haranczyk
College of Computing and Information

Hagyoung Byoun
University at Albany
Hans Jochen Scholl
Research Fellow

Specialty

- Information management — smart government and smart governance
- Information management — information artifact evaluation
- Information management — disaster studies (situational awareness, resilient information infrastructures)

Brief Bio
Hans Jochen Scholl, Ph.D. (Information Science, SUNY Albany, 2002) is a Full Professor with tenure in the Information School at the University of Washington, which has repeatedly been ranked one of the top schools of its kind worldwide. His research expertise is focused on information management. Special topics of interest include smart government and smart governance, process analysis, interoperability, information artifact evaluation as well as disaster information management using novel information technologies and its uses as a major focus.

He serves as an Associate Editor to Government Information Quarterly, the leading journal in electronic government, as well as a member on the editorial boards of other e-government-related journals. He chairs or co-chairs e-government conferences, such as the International Federation for Information Processing (IFIP) E-Government Conference, as well as the globally leading E-government Track and E-Government Symposium at the Hawaii International Conference on System Sciences (HICSS). Jochen is the Chair (2013 to 2017) of the IFIP TC3 WG 8.5 (Information Systems and Public Administration) and is a past president of the Digital Government Society (2010-2011).

Selected Publications
Refereed Journal Articles:


www.ctg.albany.edu/about/about?sub=people
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Refereed Conference Papers:


Teresa Harrison
Faculty Fellow

Specialty
- Communication and technology
- Relationship between new media and democratic processes and practices
- Open Government: Technology, Politics and Communication

Brief Bio
Dr. Harrison is professor in the Department of Communication at the University at Albany, SUNY. Her research interests focus on a range of topics centering on communication and technology, with a special emphasis on the relationship between new media and democratic processes and practices.

Teresa worked on the CTG team that collected and analyzed data related to the use of information technologies during the response to the World Trade Center attacks, and is currently focusing on projects related to open government initiatives.

Teresa chaired UAlbany's Department of Communication from 2001 to 2010 after serving as Associate Dean of the School of Humanities and Social Sciences at Rensselaer Polytechnic Institute from 1997-2001. She is the managing editor of the Electronic Journal of Communication, which began publishing in 1990 as one of the discipline's first peer reviewed online journals. She has also served on the editorial board of publications such as the Journal of Computer Mediated Communication and New Media & Society. Her work has been supported by the National Science Foundation and her publications have appeared in Human Communication Research, Communication Monographs, Communication Yearbook, Journal of the American Society for Information Science and Technology, Journal of Computer Mediated Communication, and New Media & Society.

Link to Curriculum Vita

Selected Publications


Education
- Ph.D., Communication, 1981, Bowling Green State University
- MA, Communication, 1975, Bowling Green State University
- B.S., Political Science, 1974, Northern Arizona University
J. Ignacio Criado
Research Fellow

Specialty

- Public innovation
- Social media & public administration
- Open government
- Inter-organizational collaboration & interoperability
- Europeanisation of electronic government policy
- Digital divide and electronic government demand

Brief Bio

J. Ignacio Criado is an associate professor in the Department of Political Science and International Relations at Universidad Autónoma de Madrid in Spain. He has been a visiting researcher in different international institutions including Monash University, University of Manchester, London School of Economics, and the European Institute of Public Administration. He has also been a visiting fellow at Oxford Internet Institute, University of Oxford, and a postdoctoral visiting scholar at the Center for Technology in Government at the University at Albany.

Ignacio's academic record includes diverse books, chapters, and journal articles; he is the author or co-author of articles published in Government Information Quarterly, Social Science Computer Review, Information Polity, International Journal of Electronic Governance, Internacional Journal of Public Sector Management, Gestión y Política Pública, Revista de Estudios Políticos, Revista Internacional de Sociología, Innovar, Revista de Ciencias Administrativas y Sociales or Reforma y Democracia. He has collaborated in training courses and delivered consultancy projects for diverse international organizations, including the Latin American Center for Developing Administration (CLAD), UNESCO, the Ibero-American Youth Organization, Google Spain, INAP, AEVAL and other public organizations at different levels of government. Additionally, Ignacio has been an evaluator of the European Awards for e-Government of the European Commission, and author of the Ibero-American Interoperability Framework. He is co-founder of NovaGob and Director of NovaGob.Lab, the first Governance Lab for Public Innovation in Spain.
Education

- Post-doctoral, Center for Emergency Management, Jinan University, June 2010-March 2013
- Visiting Scholar, Center for Technology in Government, University at Albany, July 2015-July 2016

Norman J. Jacknis
Government Fellow

Specialty

- E-Government
- Citizen Engagement
- Economic Development
- Smart Cities

Brief Bio

As a government fellow at CTG, Norm will work with staff to develop practitioner articles and briefs with an initial focus on smart cities and smart government. Dr. Jacknis writes a blog for elected government executives titled Looking Forward.

Dr. Norman Jacknis is currently Senior Fellow at the Intelligent Community Forum as well as the National Association of Counties. He is also the Co-Founder and Chairman of the Gotham Innovation Greenhouse, a collaborative cross-disciplinary group that blends technology and design for exciting new urban experiences.

Before that, starting in 2008, he was Director, Cisco’s IBSG Public Sector Group (the company’s open innovation and pro-bono strategic advisory group). At Cisco, he worked extensively and in-depth with states and local government, the National Association of Counties, the US Conference of Mayors and the staff responsible for the Federal government’s website and citizen engagement.

Dr. Jacknis has extensive executive and leadership experience in local and state government. Before joining Cisco, Jacknis served more than ten years as CIO and commissioner of Westchester County, NY government, where he was responsible for all of the government’s technology, analytics, Internet and broadband activities, as well as technology-based economic development. In addition to the County government, he provided these services to municipalities and other non-profit community organizations. He also was co-chair of Technology and Enterprise Architecture in New York State Government’s CIO Council and a member of the Partnership For Intergovernmental Innovation.

Under his leadership, Westchester County won numerous awards, including the Center for Digital Government’s top ten digital counties in the country, American City & County’s Crown Communities Award for technology and
was selected by the ICF as one of the global top seven Intelligent Communities. Government Technology Magazine selected him as one of the nation’s “Top 25 Doers, Dreamers and Drivers who, using technology … broke bureaucratic inertia to better serve the public”.

Prior to his public service, Dr. Jacknis had diverse experience as an executive in the software industry, with emphasis on Internet applications and distributed computing. Jacknis received his Doctorate, Master’s and Bachelor’s degrees from Princeton University. Among many activities beyond his work, he is past President and now Chairman Emeritus of the Fairfield-Westchester Chapter of the Society for Information Management (a national association of CIOs and senior IT executives), Chairman of Westchester’s Internet society (WATPA, founded in the early 1990s), Trustee of the Westchester County Community College, past Chair and current member of the New York State Regents Advisory Council on Libraries, President of the New York Metropolitan Library Council, among several leadership positions in the library community.

Selected Publications


Education
• Ph.D., Princeton University
• M.A., Princeton University
• B.A., Princeton University

James Dias
University at Albany

Jenn Gustetic
Public Sector Innovation Expert

Jing Zhang
Research Fellow

Specialty
• Organizational impact of technology and innovation
• Sustainable consumption and sustainable supply chain
• Inter-organizational information and knowledge sharing
• Smart grid adoption

Brief Bio

Jing Zhang is an Associate Professor of Management at Clark University and Acting Director of the MBA program. Her research focuses on the interaction between information technology and organizations, particularly in inter-organizational information and knowledge sharing efforts in public sector. Using qualitative and quantitative research methods, she explores the questions of trust development, leadership paradoxes, social capital, collaboration models, and governance structure in situations where inter-organizational information integrations are involved.

Her more recent research took upon the issue of sustainability. She focuses on the role of information and information technology in enabling sustainable consumption, and as well as social technical adoption of smart-grid technologies. She has published in European Journal of Information Systems, Public Performance and Management Review, Information Technology and Management, International Journal of Enterprise Information Management, among others. Her work has been supported by US National Science Foundation, Mosakowski Institute of Public Enterprise at Clark, and Chongqing Bureau of Education in China.

She has been a member of the organizing committee of the Annual International Conference on Digital Government Research (dg.o) for many years, and served as program co-chair for dg.o in the last three years. She co-edited a special issue for Government Information Quarterly, Information Polity, and Information Technology and Management.

Jing Zhang holds a PhD in Information Science from University at Albany, SUNY. She worked as a Graduate Assistant at Center for Technology in Government from 1999 to 2003. Later on she collaborated with CTG on the NSF funded project of INTEROP: Building Information Sharing Networks to Support Consumer Choice, and served as a Co-PI. She was also a participants of the North American Digital Government Working Group funded by NSF.

Selected Publications

Haixin Liu, Jing Zhang, Renjing Liu, Guiquan Li (accepted for publication) Model for consumer knowledge contribution behavior: The roles of host firm management practices, technology effectiveness, and social capital Information Technology and Management


Djoko Sigit Sayogo, Nic dePaula, Joanne Luciano, James Michaelis, Luis F. Luna-Reyes, Giri Tayi, Holly Jarman, Jing Zhang, Deborah Andersen, Theresa Pardo Grace Begany, David Andersen (Accepted for publication). Semantic Web Technology to Support Smart Disclosure for Consumer Choices of Sustainable Certified Product. IJPADA special issue on Semantic Web Technologies for Government.


Education

www.ctg.albany.edu/about/about?sub=people  
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Julia Singleton
Program Assistant

Specialty

• Project Management
• Meeting & Workshop Facilitation
• Training

Brief Bio

As Program Assistant at CTG, Julia provides critical support to several CTG teams conducting sponsored research and problem solving projects. This includes assisting with project development and administration, assisting in the design and execution of project facilitation activities, supporting work plans, conducting research, and more.

Julia has an extensive background in finance, technology, technical writing and training, as well as teaching. Her experience includes working for a Wall Street firm, a start-up dot.com, a large insurance company and most recently as a public school teacher.

Education

• M.S. Educational Technology, New Jersey City University, 2011
• M.B.A. Business Administration, State University of New York, Binghamton, 1993
• B.S. Marketing, State University of New York, Oswego, 1986
Kangchen Li
Visiting Scholar

Specialty
- Emergency Management Information Platforms
- Resilient Cities

Brief Bio
Kangchen is a Masters of Public Administration and Emergency Management student at Jinan University in Guangzhou, China. Her mentor in China is Yumei Chen, a CTG Research Fellow and former Visiting Scholar.

Her current research focuses primarily on resilient cities, specifically the connections between the resilient city and its emergency management. She has had her research on this subject published in the journal of Chinese Public Administration.

During her time at CTG, Kangchen is studying under Luis Felipe Luna-Reyes.

Education
- M.S. Emergency Management, Jinan University, China, in process
- B.S. Management of Public Services, Huaihua University, China, 2015

Karan Verma
University at Albany

Kashif Zaidi
University at Albany

Alan Kowlowitz
Government Fellow

Specialty
- Electronic records management and preservation
- Identity and Access Management (IAM)
- Information security management, policy and standards
Brief Bio

Alan has brought his 32 years of experience with the New York State Archives and the former Office for Technology (OFT) (now Information Technology Services (ITS)) to CTG as a Government Fellow. He is presently a consultant with the New York State Technology Enterprise Corporation (NYSTEC) within its Information Security practice. Alan is applying his deep knowledge of NYS government, its critical challenges, and his expertise in electronic records management and preservation, information security, information policy development, identity management, open government and other areas to CTG projects. He has authored, co-authored or edited a number of CTG publications focused on electronic records management, information sharing, and access to government information. Alan has also participated in CTG projects that range from developing tools to assist organizations in developing content management systems to the role of public libraries within an open government ecosystem.

During his tenure at both the State Archives and OFT, Alan was involved with CTG projects in various capacities. While at the State Archives he co-authored and was principal State Archives participant in the Models for Action project. While at OFT he served on the Advisory Group for Gateways project and cooperated with CTG on many other e-Government initiatives.

Alan was on the staff of the State Archives between 1979-1999 where he helped establish and then manage that institution’s electronic records program. He also assisted OFT in drafting New York State’s Electronic Signatures and Records Act (ESRA). Between 2000-2004, Alan served on the OFT team that developed the ESRA regulations and guidelines and established the State’s e-Government/e-Commerce Program. During his tenure with both the State Archives and OFT, Alan has had extensive experience working with local governments on electronic records and e-government issues. As a member of the NYSTEC Security Practice he has worked on risk assessments and reviews for State agencies focused on FISMA and HIPAA compliance.

Selected Publications

G. Brian Burke, Alan Kowlowitz, Theresa Pardo, and Megan Sutherland, Enabling Open Government for All: A Road Map for Public Libraries, Center for Technology in Government, 2014

Anthony M. Cresswell, Theresa A. Pardo, Donna S. Canestraro, Sharon S. Dawes, Dubravka Juraga, and Alan Kowlowitz (Editor), Government Information Sharing: A Planning Toolkit, Center for Technology in Government, 2013


Education

- Northern Illinois University, (PhD courses completed in 1979) (American History)
- MA, Interdisciplinary Social Sciences (Sociology and History), 1976, State University of New York at Buffalo
- B.A., Political Science, 1972, State University of New York at Binghamton
Jane Krumm-Schwan
Director of Administration and Finance

Specialty

- Financial Management & Budgeting
- Contract Management
- Grants Administration
- Human Resources
- Facility Management
- Technology & Information Systems

Brief Bio

As CTG’s Director of Administration and Finance, Jane is responsible for managing the Center's financial planning and budgeting, grants administration, contract management, human resources, facility management and business administration.

Jane has 35 years of experience in financial management, business operations, administration, and human resources within the higher education, nonprofit and corporate sector. She has experience in computer network administration and information system implementations in purchasing, financial management and healthcare systems. Previously she worked for the American Heart Association, Family and Children Services, YWCA, Cornell University and Ithaca College.

Education


Lalitkumar Borse
University at Albany
Lei Zheng
Research Fellow

Specialty

• Cross-boundary Information Sharing and Integration
• Government Use of Social Media
• Open Data and Open Government
• Transnational Knowledge and Information Sharing
• E-government Readiness Assessment

Brief Bio

Dr. Lei Zheng is an Associate Professor and Assistant Dean at the School of International Relations and Public Affairs, Fudan University, one of the oldest and most prestigious universities in China. He is also the Director of the Lab for Digital and Mobile Governance at Fudan University. He holds a PhD in Public Administration and Policy from the Rockefeller College of Public Affairs and Policy, University at Albany, SUNY. From 2006 through 2009, he was a graduate assistant at the Center for Technology in Government at University at Albany.


Selected Publications


**Education**

- Ph.D., Public Administration and Policy, University at Albany, State University of New York, 2009 (Honorable Mention for a Distinguished Dissertation)
- MPA, Eller School of Management, University of Arizona, 2004 (Phi Alpha Alpha)
- B.A., English, Beijing International Studies University, China, 1996

**Lingjun Fan**

Research Fellow

**Specialty**

- Smart City
- Big Data
- Block Chain Technology
- Computer Architecture

**Brief Bio**

Lingjun is a Research Director at the Institute of Computing Technology, Chinese Academy of Sciences. With a background in information technology, his research focuses on how to construct a better information environment for building smart cities, and how to govern the big data in government. He is currently undertaking a sub-project from National Science Foundation of China on governing government big data, and trying to adopt block chain technology for sharing and opening government big data. He is also interested in information technology development trends, with the goal of making suggestions for the government to develop and apply advanced information technology, and promote the public service.

**Education**

- Visiting Scholar MIST lab, Wayne State University, USA
- Ph.D Computer Architecture, ICT, Chinese Academy of Sciences, China
- B.A. Computer Science, Beijing Jiaotong University, China

**Lucas Quirino Freitas**
Brazilian Scientific Mobility Program

Luis Felipe Luna-Reyes
Faculty Fellow

Specialty

- Modeling and simulation of socio-technical systems
- Use of Information in public organizations
- Interorganizational collaboration and knowledge transfer in public organizations
- Group Decision Support Systems

Brief Bio

Luis is an Associate Professor of Informatics at the University at Albany and Faculty Fellow at CTG.

Luis’ current research focuses on electronic government and on modeling collaboration processes in the development of information technologies across functional and organizational boundaries. This includes inter-organizational collaboration, information sharing, success of government-wide websites, and information policy to promote economic exchange in the NAFTA region.

Luis, who began his work at CTG in 2012 when he was awarded a Fulbright Scholarship, has taught more than a dozen courses at the undergraduate and masters level, as well as in executive education. These courses include Information Management, Modeling and Simulation, Knowledge Management and Learning Organizations, Systems Thinking, Decision Making, Information Decision Systems, Information Technology, Quantitative Analysis (including Statistics), Information Technology, and E-Business. He is also a member of the Mexican National Research System, which recognizes researchers in Mexico on the basis of their productivity and contribution to the creation of knowledge.

Selected Publications


Education

- Ph.D., University at Albany/SUNY, Information Science, 2004 (Distinguished Dissertation Award)
- MBA (MIS), F. Universidad de las Américas-Puebla; Cholula, Puebla, MEXICO, 1997 (Cum Laude)
- BA, Education, F. Universidad de las Américas-Puebla; Cholula, Puebla, MEXICO, 1992 (Cum Laude and best GPA in the Education Department)

Matt Leger
University at Albany

Meet Parikh
University at Albany

Megan Sutherland
Program Associate

Specialty

- Archives and Records Management
- Open Government – Governance and Information Management Strategy

Brief Bio

As a program associate here at CTG, Megan’s focus is on project definition, project planning, work plan development, data collection and analysis, preparing and planning articles and reports, and designing and conducting group facilitation activities related to certain projects. Megan began working at CTG as a program assistant in September 2012. Prior to working at CTG, Megan worked with the Committee on Open Government as an intern in which she focused on city and town clerks as well as IT professionals working in government at the local level. The research was conducted within the State of New York and was designed to study and assess how the use of, or lack of, technology affected management and access to government documents. She also interned at CTG and worked on an ongoing project to develop a shared code enforcement data repository for cities in the Capital Region.

In December 2012, Megan completed her graduate study at the University at Albany’s College of Computing and Information with a Master’s degree in Information Science with concentrated studies in Archives and Records Management. Her graduate studies at Albany focused primarily on preservation and conservation management in archives administration, library services, records management and procedures (i.e. inventory, records and information systems, management policies and development, etc.). She also holds a Bachelor’s in History from SUNY Albany.

Selected Publications


Education

- B.A., History, University at Albany – SUNY, 2010

Sehl Mellouli
Research Fellow

Specialty

- Citizens’ engagement
- Business processes modeling
- Smart cities implementation
- Systems interoperability

Brief Bio

Dr. Sehl Mellouli is a full professor of Information Systems at Laval University. His main research interests are related to smart cities, electronic government, and intelligent information systems. His research is mainly funded by Canada research councils, Quebec research councils, and the private sector. He has also taken part in international research projects funded by the National Science Foundation (USA) and by the European Union (FP7 program). Sehl has published in high ranked international journals and conferences.

He has been a member of the organizing committee of the Annual International Conference on Digital Government Research (dg.o) for many years, and served as program co-chair for dg.o in 2012 and 2013. He co-edited a special issue for Government Information Quarterly, and Information Polity.

Sehl holds a Ph.D. in Computer Science from Laval University.

Selected Publications


**Education**

- Ph.D., Computer Science, Laval University

**Brief Bio**

Dr. Mila Gascó is the Associate Research Director at the Center for Technology in Government and is also an Associate Research Professor at Rockefeller College of Public Affairs & Policy.

Mila comes to the United States and CTG from the Center for Public Governance at ESADE Business & Law School in Barcelona, where she was a senior researcher leading the center’s research on e-governance, open government, and smart cities. She has an extensive consulting and teaching background, having worked for a wide variety of organizations including the United Nations’ Development Program, the Office of the Mayor of Valencia, Valenzuela, the Spanish Agency for International Development, the International Institute for
Democracy and Electoral Assistance, and many others. She is a recipient of the Enric Prat de la Riba award, which is granted by the School of Public Administration of Catalonia to the author of the top thesis on public management and administration. She has taken part in numerous national and international seminars/conferences and regularly publishes in both English and Spanish.

Mila splits her time between guiding CTG’s research initiatives, and teaching in the Government Information Strategy Management program at Rockefeller College.

Link to Curriculum Vita

Selected Publications


Education

• Ph.D. in Public Management, 2001, Rovira & Virgili University (Spain)
• Master of Business Administration, 1994, ESADE Business & Law School and Polytechnical University of Catalonia (Spain)
• Bachelor in Business Administration, 1993, ESADE Business & Law School and Polytechnical University of Catalonia (Spain)

Minyoung Ku
Research Fellow

Specialty

• Knowledge Management
• Policy Informatics
• Big Data Management
• Social Network Analysis

Brief Bio

Minyoung is an Assistant Professor at John Jay College and was a Postdoctoral Associate at CTG in 2015. Prior to joining CTG, Minyoung was a graduate student instructor and taught a masters-level policy methods class.
Data, Models, and Decisions. Since 2012, she has been conducting research in an interdisciplinary, inter-organizational research team that is developing simulation-based learning packages for MPA/MPP programs to teach and learn about complexity in public administration and policy. She joined CTG as a Graduate Assistant, was promoted to Research Assistant, and then again promoted to Postdoctoral Associate upon completion of her Ph.D.

Minyoung's dissertation, defended in the Fall of 2015, was entitled “Social Networks and Human Agency in Knowledge Sharing and Creation: Lessons from a Public Research University.”

Education

- Ph.D., Public Administration, Rockefeller College, University at Albany
- Master of Public Administration, Sungkyunkwan University

Mojtaba Roshan
University at Albany

Nicolas Soto
University at Albany

Nidhi Vij
Visiting Scholar

Specialty

- Open government initiatives
- Mobile technologies
- Internet transparency

Brief Bio

Nidhi is an Assistant Professor at the University of Mississippi. With a background in economics, her research focuses on the use of Information Communication Technologies (ICT), especially mobile technologies in public administration and particularly in social welfare policies in a global comparative context. With prioritization of Open Government Initiatives, digitization, and internet transparency, she is interested in the impact of these new ideas on bureaucratic processes, collaborative governance, and community public participation. She is also interested in developing impact evaluation designs and implementation for social programs.

Education

- Ph.D Public Administration, Syracuse University, USA
- M.A. Economics, Delhi University, India
- B.A. (Hons) Economics, Delhi University, India
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
In addition to serving as Director of CTG, Theresa also holds full research professor appointments in Public Administration and Policy and Informatics. Under her leadership, CTG works closely with multi-sector and multi-disciplinary teams from the U.S. and around the world to carry out applied research and problem solving projects focused on the intersections of policy, management, and technology in the governmental context.

As a result of her recognized expertise in the digital government field, she has been appointed to numerous high level advisory roles at all levels of government in the United States and internationally. New York Governor Andrew M. Cuomo appointed Theresa Policy Advisor to his OpenNY initiative and she was recently appointed to the city of Schenectady's Smart Cities Advisory Commission. The US Environmental Protection Agency appointed Theresa to the Agency’s National Advisory Committee and she recently began a 4-year term as a member of the User Working Group of the NASA Socioeconomic Data and Applications Center. Additional roles include serving as a member of the New York State Department of Health’s Transparency, Evaluation and HIT Workgroup, with the U.S. Government Accountability Office Executive Council on Information, Management and Technology, and more. Internationally, Theresa was appointed as advisor to the E-Gov Chapter of the China Information Association and the Data Center for Applied Research in Social Sciences, Centro de Investigacion y Docencia Economicas (CIDE), Mexico and she is the first female chair of the Oman E-Government Award Jury. She is regularly called upon by the World Bank and the United Nations to advise both international organizations on how information and technology can best be used to help address critical global issues.

Theresa has published over 135 articles, research reports, practice guides, book chapters and books and is ranked among the top five scholars in digital government. She is a member of a number of editorial boards, including Government Information Quarterly and Information Polity. Her work has been recognized through numerous best paper awards as well as with the University at Albany’s Excellence in Teaching Award, the University at Albany Distinguished Alumni Award, the Rockefeller College Distinguished Service Award and Government Technology Magazine’s Top 25 Doers, Drivers, and Dreamers Award. Additionally, Theresa is a co-developer of the nationally ranked Government Information Strategy and Management program offered by Rockefeller College, University at Albany.

Theresa is highly sought after to present keynote speeches and participate in plenary panels at conferences and other events throughout the world, including at the World Internet Conference in China, the Networking and Information Technology Research and Development (NITRD) FASTER Community of Practice, Office of Science and Technology Policy, Executive Office of the President, the New York State Department of State, the Moscow Urban Forum, the Bahrain International E-Government Forum, and the International Conference for e-Democracy and Open Government, among others.
Selected Publications


Education

- 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.

Pedro Muller
Visiting Scholar

Specialty

- Electronic Government
- Smart Cities

Brief Bio

Pedro is a PhD student studying Regional Development at the University of Santa Cruz do Sul in Rio Grande do Sul, Brazil. His research focuses on the intersection of technology and public service delivery, with a particular interest in innovative approaches to citizen engagement. Pedro brings a wealth of experience in government technology, having worked in several capacities across various governmental agencies in Brazil. His academic and professional background is a testament to his dedication to enhancing public service through technology-driven solutions.

Pedro Muller
Visiting Scholar

Specialty

- Electronic Government
- Smart Cities

Brief Bio

Pedro is a PhD student studying Regional Development at the University of Santa Cruz do Sul in Rio Grande do Sul, Brazil. His research focuses on the intersection of technology and public service delivery, with a particular interest in innovative approaches to citizen engagement. Pedro brings a wealth of experience in government technology, having worked in several capacities across various governmental agencies in Brazil. His academic and professional background is a testament to his dedication to enhancing public service through technology-driven solutions.
Sul, Brazil. He is currently a Professor in the Informatics department at the University of Passo Fundo, where he teaches undergraduate courses in Computer Science, Analysis and Development of Systems and Systems for the Internet.

His current research focuses primarily on electronic government, specifically the use of electronic government in the municipality of Rio Grande do Sul. The research is being done in partnership with the Federation of Associations of the Municipalities of Rio Grande do Sul (FAMURS) and is expected to help with the electronic governance plans for 497 municipalities.

During his time at CTG, Pedro is studying under Research Director J. Ramon Gil-Garcia.

Education

- PhD. Regional Development, University of Santa Cruz do Sul, RS, Brazil, in process
- M.S. Regional Development, University of IJUI, RS, Brazil, 2007

Peg Culotta Kates
SAP

Priti Pachpande
University at Albany

Qianli Yuan
University at Albany

Rafael Valenzuela-Mendoza
Visiting Scholar

Specialty

- Open Government
- Public Safety
- Citizen Participation in Public Policy

Brief Bio

Rafael is a full professor and researcher at the Autonomous University at Juarez City in Mexico, where he focuses...
on open government, citizen participation in public policy, public safety as a smart model and innovation in the public sector. He is currently leading a research team on a three-year project, funded by the National Council of Science and Technology of Mexico, to identify the critical organizational dimensions of open government for Mexico's federal government, with the goal of making suggestions to improve and enhance citizen involvement.

Rafael has received much international recognition, including awards from the Global Open Government Partnership (OGP-Asia), the International Development Research Center of Canada, and the Transparency Information Institute at Sonora State in Mexico.

Education

- PhD in Public Policy, Monterrey Institute of Technology and Higher Education (ITESM), Mexico

Rahul Poddar
University at Albany

Rahul Srivastava
University at Albany

Rashmi Ruikar
University at Albany

Reena Sharma
University at Albany

Paula Rickert
Assistant Business Manager

Specialty

- General Office and Business Administration
- Travel Reimbursements and Travel Card Reconciliations
- Purchasing/Procurement Services
- Events Logistic Coordination
CTG Contact Database Specialist
Coordinating New Staff Orientation

Brief Bio

Paula Rickert, as the Assistant Business Manager at CTG, provides support to the day to day activities and general business operations of purchasing services, human resource and financial management and event coordination under direction of the CTG Director of Administration and Finance. She manages the procurement of all goods and services for the Center by submitting state and Research Foundation purchase requisitions, monitoring vendor deliveries and verification of payment. She completes all travel reimbursements and travel reconciliations for staff and external project participants. She plans and coordinates all events for the Center’s various projects and external public events. She ensures that the CTG facilities maintain the highest business standards to support the Center’s projects and meetings with external partners.

Paula joined the Center in May 2004 as an administrative assistant. She previously worked as an administrative assistant at the SUNY Brockport Small Business Development Center. At the Small Business Development Center, she served as events coordinator, database specialist and purchasing agent for four years, and as one of the coordinators for the NYSSBDC Staff Training in 2002.

Paula earned her Bachelors of Science in Information Systems and graduated Cum Laude in December 2003. She matriculated in the University at Albany Evening Part-time Masters in Business Administration Program in the fall 2014.

Education

- B.S. Cum Laude, Computer Information Systems, 2003, State University of New York at Brockport
- A.O.S. Administration and Microprocessing 1998, Bryant & Stratton

Robert S. Chen
Center for International Earth Science Information Network

Robert H. Samson
New York State

Saad Tai
University at Albany

Saad Tai
University at Albany

Samia Melhem
World Bank Group

Shannon Mersand
University at Albany

Sheila Poole
NYS Office of Children & Family Services
Shiyang Yu
China National Development & Reform Commission

Simeon Ananou
University at Albany

Smit Shilu
University at Albany

Sneha Jain
University at Albany

Sora Park
University at Albany

Brigadier General Steven J. Spano
Center for Internet Security

Taewoo Nam
Research Fellow

Specialty
- Local and city administration
- Intergovernmental relationships: horizontal and vertical relationships
- Citizen engagement and participation in policy making and public services
- Government innovation through ICTs

Brief Bio
Dr. Taewoo Nam has been working for the Department of Public Administration at Myongji University, Korea as an assistant professor since 2013. He earned PhD degree in Public Administration from the University at Albany, SUNY. He worked for the Center for Technology in Government as Graduate Assistant between 2009 and 2012. Since then he has been participating in the multinational research project, Smart Cities Service Integration. Using...
the findings from the project, he published some articles (in the bio below) and a doctoral dissertation titled as *Modeling Municipal Service Integration: A Comparative Case Study of New York and Philadelphia 311 Systems.*


He involves as an advisor in the evaluation board of the Korean national government. He helps the national government evaluate the performance of national informatization initiatives and programs. He plays some administrative roles in Korean academic associations including the Korean Society of Organizational Studies, the Korean Research Association of Personnel Administration, and the Korean Association of Policy Analysis and Evaluation.

Selected Publications


Education

- Ph.D., Public Administration, 2012, Rockefeller College, University at Albany
- MPA, 2007, Public Affairs, Indiana University at Bloomington
- MPA, 2000, Public Administration, Korea University
- B.S., 1998, Korea University

Varun Narayanan
University at Albany

Karthik Vinod
College of Computing and Information
Derek Werthmuller
Director of Technology Innovation and Services

Specialty

• Reliable and sustainable computing
• Automated deployment and management of systems
• Computer and network security
• Data Visualization
• Emerging Technologies

Brief Bio

As the Director of Technology Innovation and Services, Derek manages the Technology Solutions Laboratory and the Technology Services Unit to maintain the Center's technology infrastructure while also researching, prototyping, and implementing innovative and sustainable technology solutions.

In his more than 20 years at CTG, Derek has championed emerging technologies such as XML frameworks and XML databases for web content management, systems management, and more. He has led the Center's activities into data visualization and also the Internet of Things, an increasingly common phenomenon. Derek was also responsible for directing CTG's technology transfer program within the University to bring CTG's innovative products to a greater market. Derek brings strong practical experience in automating system management and system deployment, and evaluating sustainable software solutions.

Academically, Derek spearheads CTG's Student Lab, providing students from UAlbany’s College of Engineering and Applied Sciences and other academic programs with practical experiential learning opportunities. In addition to his responsibilities at CTG, Derek is also a member of the city of Albany's Broadband Initiative Working Group. This group, established by Mayor of Albany Kathy Sheehan in 2015, works to assess the broadband landscape in Albany, investigate the “digital divide,” among city residents, and help map out a solution to ensure the City has a broadband network that provides affordable, high speed internet for all.

Selected Publications


Education

• B.S., Computer Science, 1995, Siena College
• A.A.S., Electrical Technology, 1989, Schenectady County Community College

Yuexin Zeng
Visiting Scholar
Specialty

- Emergency Management Information Systems
- Open Data

Brief Bio

Yuexin is a Masters student studying Emergency Management at Jinan University in Guangzhou, China. Yuexin focuses her research on Open Data, Open Government, and Emergency Management Information Systems & Collaboration as it pertains to Emergency Management. Yuexin's academic advisor in China is Yumei Chen, fellow CTG Visiting Scholar.

Education

- M.S. in Emergency Management, Jinan University, China, in process
- B.S. in Labor & Social Security, Henan University, China, 2014

Yumei Chen
Research Fellow

Specialty

- Open Government Data
- Government Data Utility and Security Technology & Standards
- E-Government and Emergency Management Information Platform Infrastructure
- Network Public Opinion Monitoring and Early Warning on Big Data
- Smart City and Resilient City
- Simulation-based Learning Environment

Brief Bio

Dr. Yumei Chen is an Associate Professor at the School of Public Administration and Emergency Management at Jinan University, one of the oldest and most prestigious universities in China. She is also the Director of the Center for Government Open Data and Social Innovation & Entrepreneurship at Jinan University. She holds a PhD in Management Information Systems from the School of Business, Macau Science and Technology University. From 2010 through 2015, she was a researcher at the Emergency Management Center at Jinan University.

Dr. Chen has nearly 15 years of software development experience in three outstanding IT companies from 1996 to 2010. She worked at Apple Computer International Co. Ltd. from 1996 to 1998 as a project management engineer and tester, focusing on Mac OS localization. She then worked at Founder Computer System Co. Ltd. of Peking University Founder Group Corp in 1999 as a marketing and product manager for nearly 4 years. She
joined Guangdong TOONE Technology Co., Ltd. in 2002 as marketing director and assistant-CEO, during which she founded a software company, Guangzhou TOONE Software Co., Ltd. in 2007 and acted as General Manager until 2010, focusing on information system consulting and development for governments.

Dr. Chen was a year-long Visiting Scholar at CTG during 2015-2016. Currently, she is conducting research as well as software development on e-Government information systems and emergency management information systems with emphasis on information sharing among external organizations and open data to public.

Education

- Ph.D., Management (Information Systems), School of Business, Macau University of Science & Technology (MUST), Macau, 2009
- M.S. Engineering (Computer Aided Design), HuaZhong University of Science & Technology (HUST), Wuhan, China, 1996
- B.A. Engineering (Mechanical Design), Xiangtan University, China, 1993
- Post-doctoral, Center for Emergency Management, Jinan University, June 2010-March 2013
- Visiting Scholar, Center for Technology in Government, University at Albany, July 2015-July 2016

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