Curriculum Vitae

JANE E. FOUNTAIN
Distinguished University Professor
School of Public Policy and
Department of Political Science
University of Massachusetts Amherst
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EDUCATION

Yale University
    Ph.D., Political Science and Organizational Behavior
    M.Phil., Political Science and Organizational Behavior
    M.A., Political Science
    M.A., Organizational Behavior

Harvard University
    Ed.M., Administration, Planning, and Social Policy, Graduate School of Education

Boston Conservatory of Music
    B.Mus. (concertmaster; full performance scholarship)

ACADEMIC POSITIONS

Distinguished University Professor, School of Public Policy and Department of Political Science, University of Massachusetts Amherst, 2013-present

Adjunct Distinguished Professor (courtesy appointment), College of Information and Computer Science, University of Massachusetts Amherst, 2009-present

Chair, Department of Political Science, 2015-2018

Professor, Department of Political Science and Center for Public Policy and Administration, 2005-2013

Director, National Center for Digital Government, at Kennedy School of Government, Harvard University, 2002-2005; at University of Massachusetts Amherst, 2005-present

Director, Science, Technology and Society Initiative, College of Social and Behavioral Sciences, University of Massachusetts Amherst, 2005-2018

Interim Director, Center for Public Policy and Administration, University of Massachusetts Amherst, 2006-2007

Associate Professor of Public Policy, Kennedy School of Government, Harvard University, 1996-2005; Assistant Professor, 1991-1996; Instructor, 1989-1991

Visiting Associate Professor, Department of Urban Studies and Planning, Massachusetts Institute of Technology, Spring 2004

Radcliffe Institute Fellow, Radcliffe Institute for Advanced Study, Harvard, 2000-2001

Radcliffe Public Policy Center Fellow, 1999-2000

Director, Women in the Information Age Project, Kennedy School, 1998-2001

Research Associate, Department of Government and Project to Increase Mastery of Mathematics and Science (PIMMS), Wesleyan University, 1984-85

Assistant Director, 1983-84, Project Coordinator, 1982-83, IMPACT: 2 ½ Project, Urban Studies and Planning, Massachusetts Institute of Technology

HONORS, GRANTS AND AWARDS

2021. Governance Committee (appointed), National Academy of Public Administration.

2021. Re-elected Secretary of the Board of Directors, National Academy of Public Administration. Elected, 2019.

2021. Co-Principal Investigator. Toward Reducing Social Inequality in Local-level Public Participation by Giving Voice to Marginalized Populations. (N. Mahyar, PI, E. Zuckerman, co-PI). Seed grant. Institute of Diversity Sciences. UMass Amherst. $12,500.

2019 and 2018. Selected to the World's 100 Most Influential People in Digital Government and one of the 14 Most Influential Academics in Digital Government. London: Apolitical.

2019. Elected Secretary of the Board of Directors of the National Academy of Public Administration.

2017. Elected to the Board of Directors of the National Academy of Public Administration.

2014. World Economic Forum Global Agenda Council Vision Award, presented to the Global Agenda Council on the Future of Government at the Summit on the Global Agenda 2014, Dubai.

2014. Federal 100 Award. *Federal Computer Week* award to the top 100 government, industry and academic leaders in federal government information technology. One of two academics selected.

2014. Appointed to the Experts Advisory Committee of the E-Government Research Center, Eastern Regional Organization for Public Administration. Three-year term. Beijing, China.

2013. Distinguished University Professor, University of Massachusetts Amherst.

2012. Elected as member of and inducted into the National Academy of Public Administration.

2012 Awarded Chancellor's Medal, University of Massachusetts Amherst.

2012 Appointed to Governor's Innovation Council of Advisors, Commonwealth of Massachusetts. 2012-2014.

2012 Exceptional Merit Award, University of Massachusetts Amherst.

2011 Inaugural Senior Fellow. American Political Science Association, Information Technology and Politics Section.

2011 Public Service Endowment Grant, University of Massachusetts Amherst, for support of Science, Technology and Society Initiative, World Wide Views on Biodiversity Collaboration, in association with the Danish Board of Technology.

2010 Chair, World Economic Forum, Global Agenda Council on the Future of Government.
Vice Chair, 2011-12. Council Member, 2008-2010, 2012-2016. Co-organized first session on digital government and social media at Davos, 2011; Vienna summit, 2011; Istanbul summit 2012 for world leaders.

2010 Chancellor's Award for Outstanding Accomplishments in Research and Creative Activity, University of Massachusetts Amherst.

2009 Principal Investigator. National Science Foundation, Developing a Beta Site for a National Digital Library for Ethics in Science and Engineering. One of two such grants awarded nationally. NSF grant no. 0936857. (M. Billings, co-PI) 2009-2011. $249,999.

2008 Invited member. American Bar Association, Blue Ribbon Committee on the Status and Future of Electronic Rulemaking, Washington, DC, 2006-2008.

2007 Principal Investigator. National Science Foundation. International Dimensions of Ethics in Science and Engineering. NSF grant no. 0734887 (M. J. Peterson, M. Acherman, P. Stamps, B. Woolf, and N. Anderson, co-PIs). 2007-2010. $299,233.

2007 Co-Principal Investigator. National Science Foundation, Division of Computer and Network Systems. Commonwealth Alliance for Information Technology Education. NSF grant nos. 0634412 (2007) and 0837739 (2012) (W. Richard Adrion, PI; L. Clarke, D. Boisvert, P. Grocer co-PIs). $2,090,455. and $1,911,928, respectively.

2007 Senior Research and Director, Societal Implications of Nanotechnology Research Group. National Science Foundation, Division of Civil, Mechanical, & Manufacturing Innovation (CMMI). NSEC: National Science and Engineering Center: Center for Hierarchical Manufacturing. NSF grant no. 0531171 (J. Watkins, PI). 2007-2011. $16 million.

2007 Research Leadership in Action award, University of Massachusetts Amherst. Grant in support of research on emergent nanotechnologies and public policy. 2007-2008.

2007 National Science Foundation. Working Group Member, Digital Government in Transnational and Multi-jurisdictional Policy Domains: A North American Framework for Comparative Analysis. Grant no. 0540069. 2007-2009.

2004 National Science Foundation. Co-Principal Investigator, Connecting to Congress: The Adoption and Use of Web Technologies among Congressional Offices. NSF grant no. 0429365. Inactive as co-PI after 2005.

2002 Principal Investigator. National Science Foundation, Division of Information & Intelligent Systems. A National Center for Digital Government: Integrating Information and Institutions. Grant to support development of a national research center. NSF grant nos. 0131923 (with D. Lazer, Harvard University) and 0630239. 2002-2008. $1,495,874. and $348,021.

2002 Principal Investigator. National Science Foundation, Division of Information & Intelligent Systems. Developing a Basic Research Program for Digital Government. NSF grant nos. 0630237 (seed grant) and 0203085. 2002-2006. $26,766. and $99,936.

2002 *Choice* Outstanding Academic Title award for *Building the Virtual State: Information Technology and Institutional Change*.

2000 Fellow, Radcliffe Institute for Advanced Study, Harvard University. 2000-2001.

2000 Co-Principal Investigator. National Science Foundation, Division of Experimental and Integrative Activities. Women in Information Technology Workplaces: A Study of Women Computer Science Degree Recipients in the Software Industry. (P. Rayman, PI; S. Kuhn, co-PI). NSF grant no. 0089965. $624,802.

1999 Fellow, Radcliffe Public Policy Center, Harvard University. 1999-2000.

1999 Gift from PricewaterhouseCoopers to support research on women in information technology-related fields. Director, Women in the Information Age Project.

1997 Dean's Research Fund and Visions of Governance in the Twenty-First Century Project, Kennedy School of Government, Harvard University. Grants in support of research on information technology and governance. 1997, 1998, 2000, 2001.

1992 Ford Foundation and Kennedy School of Government, Program on Innovations in American Government, grants in support of research on information technology and innovation in government. 1992,1994.

1991 Co-investigator, "Customer Service Excellence: Enhancing Technology-Assisted Service," supported by 11 federal government agencies. 1991-92.

1990 Co-investigator. Office of Secretary of Defense, Production and Logistics (Systems). "Designing Computer-Mediated Jobs and Organizations Implications for Defense Production and Logistics." 1990-91.

1986 Mellon Foundation Fellowship in the Social Sciences, Institution for Social and Policy Studies, Yale University, 1986-87.

1985 Pre-doctoral research grants. Organizational Behavior Program, Yale University. 1985-86, 1987-88.

1984 Yale Fellow. Yale University. 1984-88.

1982 Fellow. Lincoln Institute of Land Policy, Cambridge, MA. 1982-84.

PUBLICATIONS

<u>Books and Monographs</u>

The GPRA Modernization Act Of 2010: Examining Constraints To, And Providing Tools For, Cross-Agency Collaboration. Report monograph (125 pages). Washington, D.C.: Administrative Conference of the United States, 2013.

The Future of Government: Lessons Learned from around the World. (with members of the WEF Global Agenda Council on the Future of Government.) World Economic Forum Report monograph. Geneva, Switzerland, 2011.

- 2011. Russian translation, Information Society Institute, Moscow, trans. Yuri Hohlov
- 2011. Arabic translation, Dubai School of Government, trans. Yasar Jarrar

Digital Government: Advancing a Social Science Research Agenda. Cambridge, MA: National Center for Digital Government. Report monograph based on a workshop organized by the author, sponsored by the National Science Foundation. May 2002.

Building the Virtual State: Information Technology and Institutional Change. Washington, D.C.: Brookings Institution Press, 2001. Electronic copy.

- *Choice Award* for Outstanding Academic Titles of 2002.
- Spanish translation. *La construcción del Estado virtual: Tecnologías de Información y Cambio Institucional*. Centro de Investigación y Docencia Económicas (CIDE), Mexico, 2014, trans. Ramon Gil-Garcia. With a new foreword by the author.
- Japanese translation. 仮想国家の建設 Tokyo: Ichigeisya, 2005, trans. Hirokazu Okumura. With new preface by the author.
- Portuguese translation. *Construindo um Estado Virtual: Tecnologia da Informaçã e mudança institucional*. Escola Nacional de Administração Pública, Brazil, 2005.
- Chinese translation. 构建虚拟政府：信息技术与制度创新 Publication, with forward by Zhiren Zhou and new preface by the author, China Renmin University Press, 2004. Second edition, Public Administration Classics, 2010.

Selected Reviews
IEEE Technology and Society Magazine 23 (4) (Winter 2004): 65-66, by Chris C. Demchak, University of Arizona. *Public Administration Review* 63 (6) (2003): 738-741, by S. Bretschneider, Maxwell School of Citizenship and Public Affairs, Syracuse University.
Governance 16 (3) (2003): 459-462, by C. J. Bennett, University of Victoria, Victoria, British Columbia.
Journal of Policy Analysis and Management 22 (2) (2003): 324-326, by Maryann P. Feldman, Johns Hopkins University. *Political Science Quarterly* 118 (1) (2003): 174-175, by Donald F. Kettl, University of Wisconsin at Madison. *Academy of Management Review* 27 (4) (2002): 619-622, by G. Hoetker, University of Illinois at Urbana Champaign. *Journal of Public Administration Research and Theory* 12 (4) (2002):

627-631, by Sharon Dawes, State University of New York at Albany. *Future Survey* 24 (3) (2002): 132, Michael Marien. *Choice* 39 (4) (2001): 1614, by E. Lewis, New College of the University of S. Florida

Symposium

G. David Garson. 2003. Symposium on the theory of technology enactment in Jane Fountain's (2001) Building the virtual state: An introduction. *Social Science Computer Review* [hereafter SSCR] 21 (4): 409-410. C. Grafton. 2003. 'Shadow theories' in Fountain's theory of technology enactment. *SSCR* 21 (4): 411-416. D. F. Norris. 2003. Building the virtual state... or not? A critical appraisal. *SSCR* 21 (4): 417-424. G. David Garson. 2003. Technological teleology and the theory of technology enactment: The case of the International Trade Data System. *SSCR* 21 (4): 425-431. K. F. Yang. 2003. Neoinstitutionalism and e-government: Beyond Jane Fountain. *SSCR* 21 (4): 432-442. A. Chadwick. 2003. Bringing e-democracy back in: Why it matters for future research on e-governance. *SSCR* 21 (4) 443-455. P. R. Mullen. 2003. The need for government-wide information capacity. *SSCR* 21 (4): 456-463. J. N. Danziger. 2004. Continuation of Symposium on Jane Fountain's Building the Virtual State-- Innovation in Innovation? The Technology Enactment Framework. *SSCR* 22 (1).

Proposition 2 1/2: Its Impact on Massachusetts. Cambridge, MA: Oelgeschlager, Gunn, and Hain. 1983 (co-edited with Lawrence E. Susskind). 1983.

Articles and Book Chapters

2021. "The moon, the ghetto and artificial intelligence: Reducing systemic racism in computational algorithms." *Government Information Quarterly* Special Issue, Best Papers, Digital Government Society annual conference 2020. In press, 2022 (pre-publication copy here).
https://doi.org/10.1016/j.giq.2021.101645

Best paper selection. Digital Government Society annual conference, 2020.

2019. "The Wicked Nature of Digital Transformation: A Policy Perspective." *Dubai Policy Review*. January. https://dubaipolicyreview.ae/the-wicked-nature-of-digital-transformation-a-policy-perspective/

2017. "Increasing Benefits and Reducing Social Costs of Technological Innovations." *Behavioral Science & Policy.* 3(1): 93-103. Andrew Van de Ven, Ron Adner, Stephen Barley, Deborah Dougherty, Jane Fountain, Andrew Hargadon, Mark Kamlet, Beth Karlin, and Melissa Schilling.
https://behavioralpolicy.org/publications/past-issues/

2016. "Disjointed Innovation: The Political Economy of Digital Government Development." Proceedings of the First National Symposium on Innovation in the Public Sector. Belo Horizonte, Brazil: Editores Arraes. (in Portuguese translation)

2016. "Digital Government," in William S. Bainbridge and Mihail C. Roco, eds., *Handbook of Science and Technology Convergence*. Springer.

2015. "Connecting Technologies to Citizenship," in M. Pagano, ed., *Technology and the Resilience of Metropolitan Regions*, University of Illinois Press.

2014. "The Administrative Conference of the United States: Recommendations to Advance Cross-Agency Collaboration under the GPRA Modernization Act," *Public Administration Review*. With Paul Verkuil.

2014. "The Role of Technology in Political Representation," in Global Agenda Council on the Future of

Governments, eds., *Future of Government Smart Toolbox*, Geneva: World Economic Forum.

2014. Foreword to the Spanish translation of *Building the Virtual State: Information Technology and Institutional Change*, by Jane Fountain. Mexico: Centro de Investigación y Docencia Económicas (CIDE), trans. by Ramon Gil-Garcia.

2014. "On the Effects of E-Government on Political Institutions," in D. Kleinman and K. Moore, eds., *Handbook of Science, Technology and Society*, Routledge.

2014. "Preface," in Centro de Estudos Internacionais sobre Governo (CEGOV), eds., *Democracy, State Capacity and Digital Governance*. Rio Grande do Sul, Brazil, CEGOV.

2013. "Enhancing Information Services through Public-Private Partnerships: Information Technology Knowledge Transfer underlying Structures to Develop Shared Services in the U.S. and Korea," (With Seok-Jin Eom.) Chapter in R. Gil-Garcia and L. Luna-Reyes, eds., *E- Government Success Factors and Measures*, IGI Global.

2015. Reprinted in Mika Merviö, ed., *Management and Participation in the Public Sphere*. IGI International.

2011. Foreword to J. Ramon Gil-Garcia, *Enacting Electronic Government Success: An Integrative Study of Government-wide Websites, Organizational Capabilities, and Institutions*. Springer.

2010. "Bureaucratic Reform and E-Government in the United States: An Institutional Perspective," Jilin University Journal, Social Sciences Edition, September 24, pp. 37-42, Changchun, China.

2009. "UMass NanoSRG." (With J. Geertsma.) *Encyclopedia of Nanoscience and Society*. Sage Publications.

2009. "The Transformational Effect of Web 2.0 Technologies on Government." (With Ines Mergel and Charles Schweik.) SSRN: http://ssrn.com/abstract=1412796

2009. Foreword to *Overcoming Digital Divides: Constructing an Equitable and Competitive Information Society*, eds., E. Ferro, Y. K. Dwivedi, J. R. Gil-Garcia and M. D. Williams. IGI Global.

2008. "Bureaucratic Reform and E-Government in the United States: An Institutional Perspective." In *The Handbook of Internet Politics*, ed. Andrew Chadwick and Philip N. Howard. Routledge, London and New York.

2008. "Notes on the Impact of Research on the Development of eGovernment." Invited article. *European Review of Political Technologies*, vol. 5, Towards a Common eGovernment Research Agenda in Europe, February 2008: 77-85.

2007. "Institutional Development in the Virtual State: The Missing Link in Technological Perspectives on e-Government." *Politicheskaya Nauka* (Political Science), Special issue: E- government and Democracy at the beginning of the XXI Century: Conceptions and Implementation Practice, no. 4. (Revised and reprinted version of Chapter One, Building the Virtual State.)

2007. "Challenges to Organizational Change: Multi-Level Integrated Information Structures (MIIS)." In *Governance and Information Technology: From Electronic Government to Information Government*, ed. David Lazer and Viktor Mayer- Schoenberger. Cambridge, MA: MIT Press.

Arabic translation by Dubai School of Government, Dubai, UAE. 2010.

2006. Co-editor and co-author of preface to the Focus Theme Section: Electronic Markets and e-Government. (With M. K. Pedersen & E. Loukis.) *Electronic Markets*, Special issue, focus theme section on e-government, 16, no. 4.

2006. "Central Issues in the Political Development of the Virtual State." In *The Network Society: From Knowledge to Policy*, ed. Manuel Castells and Gustavo Cardoso. Washington, D.C.: Johns Hopkins Center for Transatlantic Relations.

2005. Preface to the Japanese translation of *Building the Virtual State: Information Technology and Institutional Change*, by Jane Fountain. Tokyo: Ichigeisya. Translated by Hirokazu Okumura.

2004. Preface to the Chinese translation of *Building the Virtual State: Information Technology and Institutional Change*, by Jane Fountain. Beijing: Renmin University Press.

2004. "Digital government and public health." *Preventing Chronic Disease* 1, no. 4 (October), http://www.cdc.gov/pcd/issues/2004/oct/04_0084.htm.

2004. "Electronic Government: Key Challenges for Human-Computer Interaction." (With Robin McKinnon.) In *Encyclopedia of Human-Computer Interaction*, ed. William Bainbridge. Thousand Oaks, CA: Sage Publications.

2003. "Electronic Government and Electronic Democracy." In *Encyclopedia of Community: From the Village to the Virtual World*, ed. Karen Christenson and David Levinson, 436-441. Thousand Oaks, CA: Sage Publications.

2003. "Prospects for Improving the Regulatory Process using E-Rulemaking." *Communications of the ACM* Special issue on digital government, ed. Lawrence E. Brandt, Gary Marchionini, and Hanan Samet, 46, no. 1.

2002. "Developing a Basic Research Program for Digital Government," Proceedings of the National Conference on Digital Government Research, National Science Foundation, May 20-22, 2002, pp. 37-41.

2002. "Building a Deeper Understanding of E-Government." *PA Times*, the American Society for Public Administration, 25, no. 10.

2001. "The Virtual State: Transforming American Government?" *National Civic Review* 90, no. 4: 241-252.

2001. "Public Sector: Early Stage of a Deep Transformation." (With Carlos A. Osorio-Urzua.) In *The Economic Payoff from the Internet Revolution*, eds. Robert Litan and Alice Rivlin. Washington, D.C.: Brookings Institution Press.

2001. "Paradoxes of Public Sector Customer Service." *Governance: An International Journal of Policy and Administration* 14, no. 1: 55-73.

2000. "Constructing the Information Society: Women, Information Technology and Design." *Technology in Society* 22: 45-62.

2000. "Social Capital and Technological Innovation." In *Technology Management Handbook*, ed. R. C. Dorf. Boca Raton, FL: Chapman and Hall CRC Press.

1999. "The Virtual State: Toward a Theory of Federal Bureaucracy in the 21st Century." In *democracy.com? Governance in a Networked World*, eds. E. Ciulla Kamarck and J. S. Nye, Jr. Hollis, NH: Hollis Publishing.

> Revised and reprinted as "Toward a Theory of Federal Bureaucracy in the 21st Century." In *Governance.com: Democracy in the Information Age,* eds. E. Kamarck and J. S. Nye, Jr. Washington D.C.: Brookings Institution Press. 2001, pp. 117-140.

1998. "Social Capital: Its Relationship to Innovation in Science and Technology." *Science and Public Policy* 25, no. 2: 103-115.

1998. "Social Capital: A Key Enabler of Innovation." In *Investing in Innovation: Toward A Consensus Strategy for Federal Technology Policy*, eds. Lewis Branscomb and James Keller. Cambridge, MA: MIT Press.

1998. "Innovation, Social Capital, and the New Economy: New Federal Policies to Support Collaborative Research." With Robert D. Atkinson. Washington, D.C., Progressive Policy Institute.

1995. *L'Importanza degli Impiegati a Contatto con il Pubblico. Informatica Pubblica* 1, no. 2: 68-83. Italian translation and revision of "Using Service Excellence to Leverage Support for the Information Technology Agenda."

1994. Report on Customer Service Excellence in Government: Findings and Recommendations. (With Steven Kelman, Linda Kaboolian, and Jerry Mechling.) *Journal of the International Customer Services Association*.

1990. "Armando Perez et al. v. the Boston Housing Authority: A Case of Judicial Intervention." In *Remedial Law: When Courts Become Administrators*, ed. Robert C. Wood. Amherst, MA: University of Massachusetts Press.

Other Articles, Research and Policy Reports, and Selected Writing

2021. "The Human and the Digital: Building Cross-Boundary Capacity to Solve Wicked Problems." Monthly Public Finance Information. Vol 55:7 (2021), pp. 11-17. Korea Public Finance Information Service, Ministry of Strategy and Finance, Korea. In Korean and English.

2020. August 20. "Managing Space Traffic in an Increasingly Congested Orbit." With Michael Dominguez, Martin Faga, Patrick Kennedy and Sean O'Keefe. *Government Executive*. August 20, 2020. https://www.govexec.com/management/2020/08/managing-space-traffic-increasingly- congested-orbit/167875/

2020. January 27. "How Government Gets it Right on Privacy: We need to take additional steps to protect privacy and data security, while also allowing data to be used as a strategic asset." Washington, DC: *Government Executive*. With Nick Hart. https://www.govexec.com/management/2020/01/how-government-gets-it-right-privacy/162658/

2020. *Space Traffic Management: Assessment of the Feasibility, Expected Effectiveness, and Funding Implications of a Transfer of Space Traffic Management Functions*. Report by a Panel of the National Academy of Public Administration for the Office of Space Commerce, U.S. Department of Commerce. Michael Dominguez, chair, Martin Faga, Jane Fountain, Patrick Kennedy, and Sean O'Keefe. Washington, D.C. National Academy of Public Administration. August 2020. 144 pages. https://www.napawash.org/studies/academy-studies/united-states- department-of-commerce-office-of-space-commerce

2020. *Data Privacy and Security: An Agenda for 2021*. Report of an Academy Working Group. National Academy of Public Administration Election 2020 Project. Costis Toregas, Jane Fountain, Nick Hart, James Hendler, Mark Reger, Priscilla Regan, Peter Winokur. Washington, DC: National Academy of Public Administration, 2020. 20 pages. https://www.napawash.org/uploads/Election_2020_Data_Security_and_Privacy_.pdf (Several such reports will be compiled into an edited volume of white papers for the Biden Administration.)

2017. *Government with the People: A New Formula for Creating Public Value.* With Olli-Pekka Heinonen, Yasar Jarrar, Gregory Curtain, Helen Margetts, and Anne-Marie Slaughter. Geneva: World Economic Forum.

       Arabic translation: World Government Summit.

2017. May 10. "Building the Future of Government through Public Service." Washington, DC: National Academy of Public Administration. http://www.napawash.org/2017-news/1955-newsroom-may-10-2017-jane-fountain.html

2017. February 13. "Why networked governments are key to better societies." World Economic Forum. https://www.weforum.org/agenda/2017/02/network-government-society-collaboration

2016. "Cross-Agency Collaboration: Building the Ecosystem to Support Cross-Agency Capacity." In *Memos to National Leaders*, edited by P. L. Posner et al. Washington, D.C. National Academy of Public Administration; American Society for Public Administration; and George Mason University.

2016. "Idea to retire: Technology alone fosters collaboration and networks." Washington, D.C.: Brookings Institution. TechTank – Improving Technology Policy. April 15. http://www.brookings.edu/blogs/techtank/posts/2016/04/15-technology-government-collaboration-fountain

2016. *Building an Enterprise Government: Creating an ecosystem for cross-agency collaboration in the next administration*. Report commissioned by the Partnership for Public Service Center for Presidential Transition (Ready to Govern: Developing a Management Roadmap for the Next Administration) and the IBM Center for the Business of Government to guide the presidential transition. March.

2014. *The Future of Government Smart Toolbox*. (With Global Agenda Council on the Future of Government.) World Economic Forum report.

2013. *Implementing Cross-Agency Collaboration: A Guide for Federal Managers*. IBM Center for the Business of Government. (The most downloaded report for the IBM Center for the Business of Government in 2013.)

2013. "The difficulties of Healthcare.gov need to be seen in the context of an acrimonious political

climate and the poor record of large and complex IT projects." London School of Economics US American Politics and Policy blog. October 28. http://bit.ly/1d7ujdZ

2013. "Investing in Broadband Evaluation: Guiding Policy & Innovation for the Future." Research Roundtable on Broadband Evaluation (member). John D. and Catherine T. MacArthur Foundation.

2013. "Transforming Government Services through Cross-Agency Collaboration," Compendium on Improving Service Delivery, Dubai School of Government. In Arabic.

2013. Review of Social Media in the Public Sector by Ines Mergel. Public Administration Review. January.

2013. Review of The Digital Origins of Dictatorship and Democracy by Philip N. Howard. Political Psychology. January.

2012. The Future of Government: Fast and Curious. (With Global Agenda Council on the Future of Government.) World Economic Forum report.

2011. Emerging Organizations, Oversight, and Public Policy Systems. Report from the National Workshop on Nanoscience & Society; Science, Technology and Society Initiative, University of Massachusetts Amherst, September 2010. (co-authored)

2010. Leveraging Cyberinfrastructure for Ethics in Science and Engineering. Report of a national workshop supported by the National Science Foundation. Science, Technology and Society Initiative, University of Massachusetts Amherst. (co-authored)

2010. Bringing Institutions Back In: The Politics of Digitally Mediated Institutional Change. National Center for Digital Government Working Paper. September.

2010. The Office for Harmonization in the Internal Market: Creating a 21st Century Public Agency. (With R. Galindo-Dorado and J. Rothschild.) National Center for Digital Government Research Monograph. August.

> 2010. Spanish translation, *Oficina de Armonización del Mercado Interior: La creación de un organismo público para el siglo XXI*, trans. Raquel Galindo-Dorado, June.

2009. Ethics in Science and Engineering: Redefining Tools and Resources. (With Michelle S. Goncalves, Jessica Adamick and Marilyn Billings). Report of national workshop. National Center for Digital Government, University of Massachusetts Amherst.

2007. *Nanotechnology and Society: The Organization and Policy of Innovation.* Report of the May 2007 International Workshop on Nanotechnology and Society. Science, Technology and Society Initiative, University of Massachusetts Amherst.

2007. *Better public services for growth and jobs*, National Center for Digital Government Working Paper Series. Working Paper #07-007. October.

2007. *Bureaucratic Reform and E-Government in the United States: An Institutional Perspective.* National Center for Digital Government Working Paper Series. Working Paper #07-006. September.

2006. *Still Under Construction: On the Path to the Virtual State.* Working Paper, University of Tokyo, Tokyo, Japan. September.

2006. *Enacting Technology in Networked Governance: Developmental Processes of Cross- Agency Arrangements*, National Center for digital Government Working Paper Series. Working Paper # 06-003. November.

2005. Enacting Technology in Networked Governance: Developmental Processes of Cross- Agency Arrangements, *Working Paper Series.* Working Paper. Bond University, School of Business, Brisbane, Australia. December.

2004. Prospects for the Virtual State, *Working Paper Series.* Working Paper. Center of Excellence Program on Invention of Policy Systems in Advanced Countries, Graduate School of Law and Politics, University of Tokyo, Tokyo, Japan. September.

2004. "Searching for the Keys to Unlock the Clubhouse." Review essay on *Unlocking the Clubhouse: Women in Computing* by J. Margolis and A. Fisher. *IEEE Technology and Society*, summer.

2003. JEF., McKinnon, R. and Park, E. E-Government Cross-Agency and Intergovernmental Initiatives Research Project: Web Survey Results, *National Center for digital Government Working Paper Series.* Working Paper #03-011. October.

2003. JEF, Y. Arens, J. Callan, S. Dawes, E. Hovy and G. Marchionini. Cyberinfrastructure and Digital Government. White paper written for the National Science Foundation CISE Directorate. June.

2002. JEF, David Clark, Sharon Gillett, William Lehr, and Marvin Sirbu. Local Government Stimulation of Broadband: E-Government, Effectiveness and Economic Development. White paper. 7 November.

Also available as Clark, D, JEF, Gillett, S., Lehr, W., and Sirbu, M. 2003. Local Government Stimulation of Broadband: E-Government, Effectiveness and Economic Development, *National Center for Digital Government Working Paper Series.* Working Paper #03-002. January

2001. Expanding the Critical Control Points in the Analysis of Management-Based Regulatory Strategies. Comment on "Management-Based Regulatory Strategies" by Cary Coglianese and David Lazer, July 22-25. Prepared for Visions of Governance in the Twenty-First Century: Market-Based Governance, Bretton Woods, New Hampshire.

1999. Women in the Information Age: An Interim Report. Research report prepared for PricewaterhouseCoopers. 30 November.

1998. Organizational transformation in the Corporate Information Technology group at the National Institutes of Health. Report prepared for the Chief Information Officer, Corporate Information Technology, NIH. April.

1997. Review of How Organizations Act Together: Interorganizational Coordination in Theory and Practice, by Earnest R. Alexander and The Age of the Network by Jessica Lipnack and Jeffrey Stamps. The Journal of Policy Analysis and Management, summer.

1996. Support for International Trade Data System Evaluation. Report written for the Director, Office of International Trade Data Systems, U.S. Department of the Treasury, September.

1996. Evaluation Results and Recommendations for the Formation of a Training and Development Unit in the Central Government of Slovenia. Evaluation research report based on critical incidents collected from Slovenian civil servants, prepared for the Swiss-Slovene Program on the Modernization of Slovenia's Public Administration, Center for Socio-Economic Development, Geneva, Switzerland, project no. KA 26/94, contract no. c-0013-96, August.

1995. Enacting Technology: An Institutional Perspective, Faculty Research Working Paper Series. Working Paper, John F. Kennedy School of Government, Harvard University. October.

1995. Narrowing the Confidence Gap: Strategic Management, Technology, and Call Centers, Faculty Research Working Paper Series. Working paper, John F. Kennedy School of Government, Harvard University. October.

1995. Bureaucratic Politics in the Information Age: Organizational Position, Training, Use and Attitudes toward Technology, Faculty Research Working Paper Series. Working paper, John F. Kennedy School of Government, Harvard University. October.

1994. Disciplining Public Management Research. Comment on "Public Management Research: The Triumph of Art over Science," by Laurence E. Lynn, Jr. Journal of Policy Analysis and Management, Spring: 269-277.

1992. "A Customer Service Literature Review." In Customer Service Excellence: Using Information Technologies to Improve Service Delivery in Government. Cambridge, MA: Strategic Computing and Telecommunications Program, John F. Kennedy School of Government, Harvard University.

      Also in Taubman Center for State and Local Government Working Paper Series, Kennedy School of Government, 1992.

1992. Jane Fountain, Steven Kelman and Linda Kaboolian. "Service to the Citizen: The Use of 800 Numbers in Government." In Customer Service Excellence: Using Information Technologies to Improve Service Delivery in Government. Cambridge, MA: Strategic Computing and Telecommunications Program, John F. Kennedy School of Government, Harvard University.

      Also in Taubman Center for State and Local Government Working Paper Series, 1992.

1991. Jane Fountain, Eliot Levinson and Jerry Mechling. "Computer-Mediated Jobs and Organizations." In eds. Fountain et al., Designing Computer-Mediated Jobs and Organizations: Implications for Defense Production and Logistics, report prepared for the Defense Supply Service, Office of the Secretary of Defense, Production and Logistics (Systems), August 1991. Contract No. MDA903- 89-K-0142.

      Also listed as Fountain. 1991. Designing Computer Based Jobs and Organizations: A Report to Senior Leaders in Government, Taubman Center for State and Local Government Working Paper Series. Working paper, John F. Kennedy School of Government, Harvard University.

1986. Review of Can Governments Learn? American Foreign Policy and Central American Revolutions (New York: Pergamon Press, 1985) by Lloyd S. Etheredge. Policy Sciences, December: 407-409.

RESEARCH WEBSITES

Jane Fountain, PI. National Center for Digital Government. The National Center for Digital Government selected working papers from 2003 to 2013 are available at https://scholarworks.umass.edu/ncdg/. Support for NCDG has come from several National Science Foundation grants. The Center was based at the Kennedy School at Harvard University from 2002 to June 2005 and has been based at the University of Massachusetts Amherst since September 2005.

International Dimensions of Ethics Education in Science & Engineering. 2009. M. J. Peterson, Michelle Goncalves, Tom Murray, and Jane Fountain (PI). Includes a collection of freely available course modules, interactive case studies, and background readings developed with support from NSF grant number 0734887. Online case studies include: The Dhopal Chemical Disaster; Reporting controversy over the SARS virus outbreak; the EU-US Dispute over Regulation of Genetically Modified Organisms and Foods; Citizen Privacy and Government-Mandated Cyber-Censoring; Narmada Dams Controversy; and Recruitment of Egg Donors by South Korean Stem Cell Researchers among others.

Ethics in Science and Engineering National Clearinghouse. With NSF support through grant number 0936857 (2009), Jane Fountain, PI; Marilyn Billings, coPI; Jessica Adamick, and Michelle Sagan Goncalves developed a beta site for a national digital library for ethics in science and engineering to explore the use of digital repositories to compile and disseminate materials for ethics in science and engineering. The site includes hundreds of resources on ethics, responsible conduct of research, case studies, and related topics available through Scholarworks.

Societal Implications of Nanotechnology. Jane Fountain, Senior Researcher. This site houses workshops videos, presentations and other materials organized by the Science, Technology and Society Initiative from the NSF supported activities under Grant number 0531171, for a National Science and Engineering Center, the Center for Hierarchical Manufacturing. The site includes videos and reports from three international research and policy workshops: 2007, "Nanotechnology and Society: The Organization and Policy of Innovation," the 2008 workshop, "Nanotechnology and Society: Emerging Opportunities and Challenges," and the 2010 workshop, "Nanotechnology and Society: Emerging Organizations, Oversight, and Public Policy Systems." This website includes a list of all presentations and publications produced by this project.

PRESENTATIONS

Keynote Addresses

2021. "The Human and the Digital: Building Cross-boundary Capacity to Solve Wicked Problems." Opening Plenary Keynote. Korean Association for Public Administration annual international conference, June 23, 2021. (delivered online)

2020. "Cross-Boundary Collaboration amid Digitalization: Promise and Challenges." Keynote Address. TROPICO Summit '20. Transforming into Open, Innovative and Collaborative Governments. Inter-university project based at the Hertie School of Government, Berlin and supported by the European Union Horizon 2020 research and innovation program. https://tropico-project.eu/summit-2020/

2020. "The Moon, the Ghetto and Artificial Intelligence: Enacting Technology." Keynote Address. Annual conference of the Digital Government Society, DG.O 2020. Seoul, South Korea, (Conference held

online due to covid-19 pandemic.) The 21st Annual International Conference on Digital Government Research - dg.o 2020, hosted by Seoul National University, Seoul, S. Korea, June 17-19, 2020. https://youtu.be/SvWfCZGTA6o

2020. "Public Administration & Smart Cities: making innovation real." Milan Digital Week. Invitation from the U.S. Consulate in Milan. March 11-15, 2020. Face-to-face event postponed due to covid-19.

2017. "Political Priorities and Administrative Performance: Building Cross-Agency Capacity." 10th International Conference on Theory and Practice of Electronic Governance. ICEGOV2017. Ashok Hotel, New Delhi, India. March 7-9. Conference organized under the patronage of the Ministry of Electronics and Information Technology, Government of India by the National e-Governance Division (NeGD), the United Nations Educational, Scientific and Cultural Organization (UNESCO), and the United Nations University Operating Unit on Policy-Driven Electronic Governance (UNU-EGOV).

2015. "The Future of Government." American Federation of State, County and Municipal Employees (AFSCME) and Service Employees International Union (SEIU) joint national committee on the future role of government and public employment. Hyatt Regency Hotel, Chicago. September 2.

2014. "Disjointed Innovation: The Political Economy of Digitally Mediated Institutional Reform." *Simpósio Internacional em Inovação e Governança Digital. Universidade de Brasilia.* September 1-2, 2014

2014. "E-Governance: Tools and Challenges for Cross-Agency Collaboration." International Seminar on E-governance in Asia: E-Government and Modern Governance in Asia. Beijing, China. May 29, 2014. Organized by the Eastern Regional Organization of Public Administration and the Chinese Academy of Personnel Science, Ministry of Human Resources and Social Security.

2014. "Government Innovation through Technology – Future Prospects and Challenges: What Really Matters?" Symposium on Technological Innovation in Government: Toward Open and Smart Government. American Society for Public Administration. University of Massachusetts Boston. April 5, 2014.

2014. "International Relations and the Internet: Challenges and Possibilities." University of Massachusetts Model United Nations XIII. Amherst, MA, March 14, 2014.

2013 "Disjointed Innovation: Prospects for Digital Governance." *Encuentro Internacional de Investigadores en Administración* 2013 held in Santa Marta, Colombia on November 26 and 27.

2012 "From eGovernment to Gov 2.0 and Beyond," National Assembly, Ankara, Turkey. TÜSİAD-TBV 10th eTurkey (eTR) National Awards Ceremony, December 17.

2011 "Mashing Up Governance: eGov, Social Media and Politics," GovCamp2, Singapore, November.

2011 "Social Movements: State and Society, Freedom and Order," Informatics Association of Turkey (ULUSAL BİLİŞİM KURULTAYI), 28th anniversary annual meeting, Ankara, Turkey, 26-29 October.

2011 "National Development in the Digital Age," United Nations Project on Government, Conference on e-Government in Asia and the Pacific, Seoul, Republic of Korea, 11-13 May.

2010 "Government 2.0: Opportunities and Challenges," *eFörvaltning Dagarna* 2010 (international

eGovernment conference), Stockholm, Sweden, 18 November.

2010 Plenary Address, "The transformational effect of web technologies on multi-level governance," Mobile Life Conference (mLife), Brighton, UK, 27 October.

2010 "The transformational effect of web technologies on government," *Portugal Tecnológico* 2010 (national e-government conference), Lisbon, 22 September.

2009 eGovShare, International Conference, Antalya, Turkey, United Nations Development Program (UNDP) and the eGovernment Centre (eDEM) of Public Administration Institute for Turkey and Middle East (TODAIE). 8-11 December.

2008 Invited video keynote. First United States-Korea IT Policy Forum. National Information Society Agency, Seoul, Korea. December 10.

2007 Women and Politics: Power and Influence. New England Women's Global Leadership Conference, Mount Holyoke College, South Hadley, MA, September 29.

2007 Keynote Plenum at the 4th Ministerial eGovernment Conference, Reaping the Benefits of eGovernment, European Commission and Government of Portugal, Lisbon, Portugal, September 20.

2007 "The Semantic Web and Networked Governance: Promise and Challenges." 5th International Semantic Web Conference, Athens, GA, November 9. (http://iswc2006.semanticweb.org/)

2006 "Still under Construction: On the Path to the Virtual State." 10th Anniversary Celebration of the Public Policy Studies Association of Japan, Meiji University, Tokyo, Japan, June 10.

2006 Tackling the Challenge: Information Technology and Institutional Change. Keynote address at the VKA Spring Symposium, conference for ministers and high-level government officials, the Hague, Netherlands, April 12.

2005 Key Challenges for e-Government. Invited keynote videospeech at the eGovernment Consultation Workshop for the 7th Framework Programme in the Information Society Technology Programme, European Commission, Information Society and Media Directorate-General, Directorate ICT for Citizens and Businesses, Unit H2 (e- Government), Brussels, Belgium, October 18.

2005 "Institutional Transformation of Government in the Network Society." Knowledge Management in Asia Pacific conference, Wellington, New Zealand, November 26.

2004 "Prospects for the Virtual State." First Seminar on Digital Government and Governance, University of Tokyo, Tokyo, Japan, July 10.

2003 "Enacting Technology: IT Productivity in the Public Sector. Conference on Society and Information Technology," First National Conference, ChileDigital 2010, Santiago, Chile, November 17-18.

2003 "After the Revolution: The Internet Meets the Bureaucratic State." Association of Internet Researchers annual conference, Toronto,, October 18.

2001 Women in the Information Age. Keynote address at the Association of American Colleges and Universities Annual Meeting, New Orleans, Louisiana, January 18.

2000 Constructing the Information Society: Women, Information Technology, and Design. Keynote address at the Women's Studies and Information Technology: Model Projects Conference, University of Rhode Island, Kingston, RI, January 28.

2000 Women in the Information Age: Meeting the Challenge. Keynote address at Girls and Technology: Meeting Future Needs symposium presented by the Greater Boston Funders Supporting Women and Girls, Museum of Science, Cambridge, MA, June 7

1992 Strategic Management for the 21st Century. Keynote address at Repositioning Librarianship: Responses to Professional and Social Change, annual conference of the American Library Association, San Francisco, CA, June 25-July 2.

Selected Invited Lectures and Presentations

2022. "The Human and the Digital: Building Cross-Boundary Capacity to Solve Wicked Problems." Economic Affairs & National Development, Centre for Aerospace and Security Studies. Islamabad, Pakistan. (Independent research think tank) Nov 17 (online).

2021. "The Moon, the Ghetto & Artificial Intelligence: Enacting Digital Government." Global Public Policy Series. JK Lakshmipat University, Jaipur, Rajasthan, India and UMass School of Public Policy. Feb 20. https://www.youtube.com/results?search_query=%22Jane+Fountain%22+JKL

2020. "Algorithmic Injustice." Algorithms and Robots in the Political Landscape. National Institute of Science and Technology for Digital Democracy annual conference. Belo Horizonte, Brazil. October 26-30.

2020. Panelist. A Panel Discussion about the Connection between Political Movements and Computer Science in the U.S. and Abroad. UMass College of Information and Computer Sciences. Diversity Interdisciplinary Conversation. January 29.

2020. Invited workshop presentation and public event panel comments. Canada-US AI Symposium on Economic Innovation. Innovation, Science and Economic Development Canada and Consular General of the United States. Toronto, Canada. Canadian Institute for Advanced Research (CIFAR). January 15-16.

2017. "Using Technology to Change the Administration of Public Policy." Innovating Bureaucracy. Washington, D.C., World Bank. November 8-9.

2017. MIT Science, Technology and Society Colloquium, STS of the Global South. Invited discussant for "Prehistories of the Digital Database: Technoscience, Body Parts, and the Law."

2016. "Cross-Agency Collaboration." Invited presentation. Government Performance Coalition. Trachtenberg School, George Washington University. June 24, 2016.

2015. "Cybersecurity and Global Public Policy." Invited presentation and discussion leader. Chatham House, the Royal Institute of International Affairs. The London Conference (flagship annual conference). St. James's Palace, London. June 1, 2015.

2015. "Technology, Citizen Engagement and Development." Invited comments, symposium and book

launch for Development as Freedom in the Digital Age: Experiences of the Rural Poor in Bolivia. World Bank. Washington, D.C., April 8, 2015.

2014. "Big Data and Public Policy." Invited panel presentation. Panel title: "The Economic Sociology of Big Data." Society for the Advancement of Socio-Economics, annual meeting. Chicago, IL. July 10-12, 2014.

2014. "Citizen Engagement as Political Representation." Invited panelist. World Bank book launch event for Closing the Feedback Loop – Can Technology Bridge the Accountability Gap? World Bank. Washington, D.C., June 19, 2014.

2014. "On the Effects of e-Government on Political Institutions," Invited lecture. Tsinghua University, Beijing, China. June 5, 2014.

2014. "On the Effects of e-Government on Political Institutions." Invited lecture. Central University of Finance and Economics. Beijing, China. June 4, 2014.

2014. "Effects of e-Government on Political Institutions." Invited lecture. Jilin University. Changchun, China. June 3, 2014.

2014. "Enacting Technology: Promise and Challenges of Cross-Agency Collaboration." Invited lecture. Fudan University School of International Relations and Public Affairs. Shanghai, China. May 30, 2014.

2013. Brief presentation "Government Performance and Results Act: Challenges to and Tools for Cross-Agency Collaboration," Administrative Conference of the United States annual plenary meeting. December 6.

2013. Invited white paper presentation and panelist. Panel on Connecting Technologies with Citizenship. Urban Forum. Chicago. December 5.

2013. Invited lectures on public management and innovation. One-day workshop for Latin American faculty. University of Magdalena, Santa Marta, Colombia. November 25.

2013. Invited panel chair and lecture. Research Roundtable on Broadband Evaluation: Investing in Broadband Evaluation. MacArthur Foundation and University of Illinois Chicago. October 3.

2013. Invited chair and moderator. "Resilience and Cybered Conflict: Gaps in Thinking Systematically." Gaps in Thinking about Cybered Conflict and Governance. Workshop held at the Watson Institute for International Studies, Brown University. Organized by CNWS Strategic Research Department, Brown University, and the U.S. Naval War College. May 3.

2013. Invited presentation, "Reflections on Digital Governance and Institutional Change," Faculty Research Seminar, Computer Science Department, UMass Amherst. December 4.

2012. Invited lecture. "From e-Government to Gov 2.0 and Beyond." eTurkey National Awards Ceremony. Turkish National Assembly. Ankara, Turkey. December 17.

2012. "Technological Change as a Variable in State Development." Distinguished Faculty Lecture. University of Massachusetts Amherst.

2011. Disjointed Innovation. Invited lecture at Yonsei University, Seoul, Korea. June.

2010. The European Commission Office for Harmonization of the Internal Market: Development of a 21st Century Public Agency. Instituto de Empresa, Madrid, Spain. September 28.

2010. The European Commission Office for Harmonization of the Internal Market: Development of a 21st Century Public Agency. European Commission Office for Harmonization of the Internal Market, Alicante, Spain. September 29.

2010. American Political Science Association Annual Meeting. August.

2010. Government 2.0: Opportunities and Challenges. Escuela de Organizacion Industrial, University of Madrid. February 12.

2009. Internet and Governance: Limits and Potential. Erasmus University, Rotterdam, Netherlands. November.

2009. eGovernment and Green Jobs. 2nd Korea-US Policy Forum, World Bank, Washington, D.C. November 5.

2009. Discussant. Suffolk University School of Law, conference on governance after the crisis. November 13.

2009. Creating Access to Knowledge: Ethics in Science & Engineering. Invited lecture, September 24, Fourth Annual Digital Quadrangle Series, UMass Amherst.

2009. Closing Comments. Studying Society in a Digital World Conference, Princeton University. April 24-25.

2008. The Organization of Nanotechnology Research and Development. Invited lecture, October 2, IGERT Program in Nanotechnology Innovation Seminar Series, UMass Amherst

2007. Has Information Technology Led to Fundamental Changes in the State? Examining Cross- Agency Initiatives in the U.S. Federal Government. Invited lecture, Northeastern University, Boston, MA, November 14

2007. Challenges to Organizational Change: Multi-Level Integrated Information Structures. Invited presentation at the Governance and Information Technology: From Electronic Government to Information Government Symposium, John F. Kennedy School of Government, Harvard University, November 14

2007. Digital Democracy and Freedom of Speech. Panel presentation at the Digital Democracy and Freedom of Speech web conference, sponsored by Temple University and WHYY, Philadelphia, PA, October 9

2007. Social Responsibility and Information Technology. Panel presentation at Mind the Gap: Women and Information Technology Summit, University of Massachusetts Amherst, Amherst, MA

2007. Building a Virtual State? Cross-Agency Initiatives in Government. Invited lecture, Conference on e-Business, the Office of Harmonization for the Internal Market, European Union, Alicante, Spain,

September 18

2007. Societal Implications of Nanotechnology: Challenges and Opportunities. Invited lecture, Nanotechnology Summer Institute, STEM Education Institute, University of Massachusetts Amherst, July 25

2007. Challenges to Change in Government: Technology-based Cross-agency Innovations in the U.S. Invited lecture at Forskning for Innovasjon innen Helse og E-Forvaltning (Research for Innovation in Healthcare and Administration Conference), organized by the European eGovernment Research Network, eGovernet project and the Research Council of Norway, Oslo, Norway, May 4

2007. Computing and Society: Potential and Challenges. Invited lecture, Technology and Society series, College of Engineering, University of Massachusetts Amherst, Amherst, MA, April 23

2007. Multi-Level Integrated Information Structures (MIIS). Invited lecture, Organization Seminar Series, University of Massachusetts Amherst, Amherst, MA, April 20

2006. Nanotechnology and Perception: Public Opinion, Public Policy, and Researcher Cognition. Invited lecture, Northeastern University, Boston, MA, December 12

2006. E-Government and Development: Key Challenges. Invited presentation, World Bank Workshop, *Small States: Growth Challenges and Development Solutions*, December 7, Washington, DC

2006. Human Centered Computing and Organizations. Invited lecture, NSF Human Centered- Computing (HCC) Workshop, September 18-19, National Science Foundation, Arlington, VA

2006. Institutional Transformation of Government in the Network Society. Invited lecture, October 12, the Irish Institute, Boston College, Chestnut Hill, MA

2006. Current Issues in the Development of Cross-Agency Governance. Invited lecture, June 6, the Research Institute of the Ministry of Economy, Trade and Industry (REITI), Tokyo, Japan.

2006. Still Under Construction: On the Path to the Virtual State. Workshop presentation, June 6, University of Tokyo, Japan

2006. Engaging the Public and Finding Common Ground: The Role of Information Technology. Invited roundtable presentation, Stennis Congressional Staff Fellows Program, April 24, Massachusetts Institute of Technology, Boston, MA

2006. Tackling the Challenge: Information Technology and Institutional Change. Invited lecture, ICTU-foundation, Ministry of Home and Kingdom Affairs, April 13, the Hague, Netherlands.

2006. Tackling the Challenge: Information Technology and Institutional Change. Invited presentation,VKA Consultancy, April 11, the Hague, Netherlands

2005. Institutional Transformation of Government in the Network Society. Invited presentation at the Networked Governance Seminar at the Exploring the EGovernment Research Agenda towards 2020 Conference, sponsored by the eGovernment unit, DG Information Society and Media, European Commission, December 7, Centre de Recherche Public Gabriel Lippmann, Belvaux, Luxembourg

2005. Institutional Transformation and Cross-Agency Initiatives. Invited lecture, December 2, Bond University, School of Management, Brisbane, Australia

2005. Trust and communication between government and citizens in the networked world. Invited lecture, United States Embassy and the Government of New Zealand, November 26, Wellington, New Zealand

2005. Online Dispute Resolution and Digital Governance. Invited podcast discussion, Cyberweek, Center for IT and Dispute Resolution, October 26, University of Massachusetts Amherst, Amherst, MA

2005. E-Government: Institutional and Organizational Challenges. Invited lecture, E- Government in the Twenty-First Century Conference, May 23, Dubai, United Arab Emirates

2005. Institutional Transformation of Government in the Network Society. Invited lecture, The Network Society and the Knowledge Economy: Portugal in the Global Context, seminar organized by His Excellency, President Jorge Sampao, March 5-6, Lisbon, Portugal

2004. Governing the Virtual State. Invited lecture, IST 2004, European Union, November 16, the Hague, Netherlands

2004. Prospects for the Virtual State: A Theoretical View. Invited lecture, July 12, University of Kyoto, Kyoto, Japan

2004. Internet and Government: Themes and Styles in International Experiences. Invited lecture, E-Governance Catalonia Forum, Government of Catalonia, July 5-6, Barcelona, Spain

2004. After the Revolution: Information Technology, Institutions, and Governance. Invited lecture, June 11, Bentley College, Waltham, MA

2004. Enacting Technology in Cross-Agency Initiatives: Structural Transformation or Consolidation? Invited lecture, Fourth Social Study of IT workshop, March 22, London School of Economics, London, UK

2004. Enacting Technology: Transformation through an Institutional Lens. Invited lecture, March 17, Department of Urban Studies and Planning, Massachusetts Institute of Technology, Cambridge, MA

2003. Enacting Technology: IT Productivity in the Public Sector. Invited lecture, First National Conference, ChileDigital 2010, sponsored by the Fulbright Commission, November 17-18, in Santiago, Chile.

2003. Strategic political challenges for the development of IT and government. Invited luncheon address, organized by the American Chamber of Commerce for Chilean senators and representatives, November 14, Santiago, Chile

2003. Cross-agency Collaboration: Lessons from Organization Theory. Invited lecture, Symposium on Intelligence and Security Informatics, National Science Foundation and the National Institute of Justice, June 3, University of Arizona, Tucson, Arizona

2003. Enacting Technology: Cross-Agency Collaboration. Invited lecture, Senior Managers in Government alumni meeting, May 14, International Trade Center, Washington, DC

2003. How Public Managers Build a Virtual State: An Institutional Perspective. Invited lecture, April 4, School of Information Science and Technology, Syracuse University, Syracuse, NY

2003. Building a Virtual State: The Interaction of Information Technology and Institutions. Invited lecture, February 21, Goldman School of Public Policy, University of California at Berkeley, Berkeley, CA

2003. Enacting Technology: Public Institutions and Global Supply Chain Integration. Invited lecture, February 20, Haas School of Business, University of California at Berkeley, Berkeley, CA

2003. Building a Virtual State: The Interaction of Information Technology and Institutions. Invited lecture, February 17, Ford School of Public Policy and School of Information Sciences, University of Michigan, Ann Arbor, MI

2003. Information Technology and the Emergence of 21st Century Organizations: An Institutional Approach. Invited lecture, January 16, Maxwell School, Syracuse University, Syracuse, NY

2002. Information Technology and the Emergence of 21st Century Organizations: An Institutional Approach. Invited lecture, December 13, Department of Urban Studies and Planning, Massachusetts Institute of Technology, Cambridge, MA

2002. Information Technology and the Emergence of 21st Century Organizations: A Neo- institutional Approach. Invited lecture, November 20, Ford School of Public Policy and School of Information Sciences, University of Michigan, Ann Arbor, MI

2002. The Future of E-Governance. Invited lecture, September 10, Maxwell School, Syracuse University, Syracuse, NY

2002. Building the Virtual State. Invited lecture, Electronic Enterprise Institute Distinguished Lecture Series, May 15, University of Massachusetts, Amherst, Amherst, MA

2002. Women in the Information Age. Invited lecture, Sloan School of Management Organization Studies Group, May 10, Massachusetts Institute of Technology, Cambridge, MA

2002. Building the Virtual State. Invited lecture, February 1, Brown University, Taubman Center for Public Policy and American Institutions, Providence, RI

2001. Women in the Information Age. Invited lecture, July 19, Institute for Women and Technology, XeroxPARC, Palo Alto, CA

2001. Enacting Technology. Invited presentation, National Science Foundation Summer Webshop, Internet Scholars Program, June 18, University of Maryland, College Park, MD

2001. Building the Virtual State. Invited presentation, June, Ohio State University, School of Public Policy and Management, College of Social and Behavioral Sciences, Columbus, OH

2001. Building the Virtual State. Invited presentation, April 19, Woodrow Wilson School, Princeton University, Princeton, NJ

2001. Women in the Information Age. Invited presentation, April 19, Computer Science Dept. and the Center for Arts and Cultural Policy Studies, Princeton University, Princeton, NJ

2001. Women in the Information Age. Invited presentation, Bridging Gender Divides: Educational Access, Leadership and Technology Conference, March 25-26, Center for the Education of Women, University of Michigan, Ann Arbor, MI

2000. The Role of the Public Sector in Internet Governance. Invited panelist, Conference on the Internet and Governance, Third Harvard International Conference on the Internet and Society, May 30, at Harvard University, Cambridge, MA

2000. The Impact of Technology on Human Values. Invited presentation, Women in the Lead: Economy, Power, Advocacy & Change conference, May 18-20, Kennedy School of Government, Harvard University, Cambridge, MA

1999. Women Shaping the Future through Technology and Innovation. Invited panelist, National Council for Research on Women annual conference, Choosing to Lead: Women's and Girl's Visions for the Next Century, December 9-11, United Nations, New York

1999. The Changing Role of the IT Function in Industry and Business. Invited presentation, the Jeddah IT Forum on Electronic Commerce, October 2-3, Jeddah, Saudi Arabia

1999. E-Commerce from a Regional Perspective. Invited presentation, the Jeddah IT Forum on Electronic Commerce, October 2-3, Jeddah, Saudi Arabia

1999. Cross-Sectoral and Interagency Partnerships. Invited presentation, Senior Executive Association annual meeting, July 8, Washington, DC

1998. How Cities Use Information Technologies. Invited lecture, Lecture Series on Technology and Cities, co-sponsored by the Department of Urban Studies and Planning, the Department of Civil and Environmental Engineering, the Department of Aeronautics and Astronautics, the Program in Science, Technology and Society, and the Engineering Systems Council, November 3, Massachusetts Institute of Technology, Cambridge, MA.

1998. Women and Technology in the Next Millennium. Invited presentation, national internal IBM conference, October 30, White Plains, New York.

1998. Women and Public Policy. Invited panelist, Association for Public Policy Analysis and Management annual meeting, October 29, New York City, NY.

1998. Women in the Information Age. Invited presentation, August 6, T. J. Watson Research Center, IBM, Yorktown Heights, New York.

1998. Social Capital as an Enabler of Innovation. Invited panelist, Workshop on the Research and Experimentation Tax Credit, U.S. Congress, Joint Economic Committee and U.S. Senate Science and Technology Caucus Staff, July 17, Capitol Hill, Washington, D.C.

1995. Understanding Technology Enactment. Invited presentation, November 9. Organizational Behavior Program, Yale University, New Haven, CT.

1995. Managing Organizational Change: Scope, Sequence, and Timing. Invited presentation. U.S. Department of Justice United States Trustees national quarterly meeting, September 13, Boston, MA.

1995. Policy Implications of the Reinvented Workplace. Invited panelist, May 19, Radcliffe College, Harvard University, Cambridge, MA.

1995. Using Service Excellence to Leverage Support for the IT Agenda. Invited presentation, conference on Reinventing Government: The Role of Information Technologies, organized by the Government of the Tuscany Region, March 10-11, in Siena, Italy.

1992. The Political Science of Robert Wood. Invited panelist, roundtable discussion,, annual meeting of the New England Political Science Association, April 10-11, in Providence, RI.

1992. "Information Technology and the Internal Customer." Invited presentation, Technology and Planning Forum: Planning for Improved Customer Services, presented by the Office of Information Systems Policy and Planning, Ohio Department of Administrative Services, February 3-4, Columbus, OH.

Selected Conference Presentations

2019. Invited panelist and panel moderator. Ensuring Privacy in an Open and Insecure Public Sphere: Challenges for Public Administration. Annual conference. National Academy of Public Administration. Washington, D.C. November 7, 2019.

2017. Chair. Panel on IT and governance. American Political Science Association annual meeting. San Francisco.

2016. Roundtable presentation on "Cross-Agency Collaboration," memo 12. Panel on key topics in *Memos to National Leaders*. National Academy of Public Administration annual conference. Washington, D.C. November 17-18.

2015. "Big Data: Institutional Developments in Federal Research, Development and Engagement." Panel presentation. Association of Public Policy and Management annual conference. Miami. November 12.

2015. "Data Analytics for Public Policy." Network of Schools of Public Policy, Affairs and Administration (NASPAA). Annual meeting. Brooklyn, NY. October 15.

2015. "The Promise, Pitfalls and Pedagogy of Big Data." Roundtable presentation. NASPAA. Brooklyn, NY. October 16.

2013. "Virtual Agencies: Cross-Agency Collaboration in the U.S. Federal Government." Invited. World Social Science Forum, October 13-15, 2013, Montreal, Canada. Panel titled "Transformation of Public Policy and Governance in the Digital Age," convened by the Korean Social Science Research Council (KOSSREC) and the Korean National Commission for UNESCO.

2013. Panel chair and paper presentation. "Social Media as a Tool of Participation and (loss of) Control in Turkey." Public Management Research Conference. University of Wisconsin, Madison, Wisconsin. June 22.

2012. "Information Services and Public-Private Partnerships," presented at the annual meeting of the American Society for Public Administration, Las Vegas, Nevada.

2011. "Disjointed Innovation: The Political Economy of Digitally Mediated Institutional Reform," paper presented at the American Political Science Association, annual meeting, Washington, D.C., September.

2011. "Bringing Institutions Back In to Strategic Management." Paper presented at the biennial Public Management Research Conference, Maxwell School, Syracuse University, June 2011.

2010. "Bringing Institutions Back In: The Politics of Digitally Mediated Institutional Change." Paper presented at the American Political Science Association, annual meeting, Washington, D.C., September.

2010. Panelist. Ethics in Science and Engineering Beta Site. Workshop. American Association for the Advancement of Science annual meeting. San Diego, CA. February.

2009. Panelist. International Dimensions of Ethics in Science and Engineering. Engineering Innovation Conference, Research in a Flat World, NSF CMMI Grantees Conference, Honolulu, Hawaii. June.

2007. "Challenges to Organizational Change: Multi-Level Integrated Information Structures (MIIS)." Paper presented at the American Political Science Association annual meeting, Chicago, IL.

2006. JEF and J.R. Gil-Garcia. "Decision Making Processes in Government: Power, Bureaucratic Structure, and Institutions in Information Technology Initiatives." Paper presented at the Association for Public Policy and Management annual meeting, November 4, Madison, WI.

2006. JEF and J.R. Gil-Garcia. "Technology Enactment Theory: Understanding the Role of Power, Bureaucracy, and Institutions in Government Information Technology Initiatives." Paper presented at the annual meeting of the American Political Science Association, August 31, Philadelphia, PA.

2006. Nanotechnology and Public Policy: Reports from the Field. Invited roundtable presentation, annual meeting of the American Political Science Association, August 31, in Philadelphia, PA.

2006. JEF and David Lazer. NCDG Project Highlights. Presentation at dg.o2006, the 7th Annual International Conference on Digital Government Research, May 21-24, in San Diego, CA.

2004. "Global Gender Inequality and the Digital Divide: Prospects and Paradoxes for Neo-institutionalism and Public Policy." Paper presented at the American Political Science Association annual meeting, September 2-5, Chicago, IL.

2003. "Cross-agency Relationships and the Mediating Role of Institutions." Paper presented at the American Political Science Association annual meeting, Philadelphia, 2003.

2003. "Cross-agency Collaboration: Lessons from Organization Theory." Paper presented at the Intelligence and Security Informatics conference, sponsored by NSF, June, Tucson, Arizona.

2003. Transforming Government Transforming Enterprise. Paper presented at the First International Conference on the Economic and Social Implications of Information Technology, January 28, at the U.S. Department of Commerce, Washington, D.C.

2002. Women in the Information Age. Paper presented at the American Association for the Advancement

of Science annual meeting, February 15, in Boston, MA.

2001. Competing Logics in the Development of E-Government: A Focus on State-level Data. Paper presented at the American Political Science Association annual meeting, September, San Francisco, CA.

2001. Embedding Gender in the Information Revolution. Paper presented at the Academy of Management annual meeting, Symposium on Women and Information Technology, organized and chaired by Jane Fountain, August 8, Washington, D.C.

2001. What's at Stake for Women in the "Wired" Workplace? Paper presented at the Sixth Women's Policy Research Conference, Institute for Women's Policy Research, June 8-9, in Washington, D.C.

2001. Building the Virtual State. Paper presented at dg.o2001, the annual grantee conference, Digital Government Program, National Science Foundation, May 22, Redondo Beach, CA.

2001. Internet Voting and its Implications for Digital Government Research. Paper presented at dg.o2001, annual grantee conference, Digital Government Program, National Science Foundation, May 21, Redondo Beach, CA.

2001. Gender, Information Technology, and Organizations: Cognitive, Cultural, Structural, and Political Embeddedness. Paper presented at Gender, Information Technology, and Organizations: New Directions for Theory, Research, and Governance, Academy of Management annual meeting, August 8, Washington, D.C.

2000. The Economic Impact of the Internet on the Government Sector. Paper presented at E- Business Transformation: Sector Developments and Policy Implications, conference co- organized by the Berkeley Roundtable on the International Economy, the Institute on Global Conflict and Cooperation, the Brookings Institution, the Internet Policy Institute, the U.S. Department of Commerce, and the OECD, September 26-27, Washington, D.C.

1999. The Critical Incident Method. Paper presented at the Association for Public Policy Analysis and Management annual meeting, November 4-6, Washington, D.C.

1999. Public Management Reform in an Emerging Democracy. Paper presented at the Association for Public Policy Analysis and Management annual meeting, November 4-6, Washington, D.C.

1999. Constructing the Information Society: The University, Gender and Technology. Paper presented at Re-Organizing Knowledge, Trans-forming Institutions, September 18, at the University of Massachusetts Amherst, Amherst, MA.

1998. The Virtual State? Toward a Theory of Federal Bureaucracy in the 21st Century. Paper prepared for the Visions of Governance for the Twenty-First Century Conference, July 19-22, Bretton Woods, NH.

1998. Customer Service: An Institutional Perspective. Paper presented at the American Political Science Association annual meeting, September 4, Boston, MA.

1997. Sustaining Administrative Reform: Management Models, Information Technology and the National Performance Review. Paper presented at the Association for Public Policy Analysis and Management annual meeting.

1997. Public Trust in Government and Public Service. Paper presented at the National Association of Schools of Public Affairs and Administration annual conference, October 15-18, Raleigh, NC.

1996. Street-Level Technocrats: Service, Discretion, and Control. Paper presented at the American Political Science Association annual meeting, San Francisco, CA.

1995. Enacting Technology: An Institutional Perspective. Paper presented at the Third National Public Management Research Conference, October 5-7, University of Kansas, Lawrence, KS.

1994. Trust as a Basis for Interorganizational Forms. Paper presented at the Workshop on Network Analysis and Innovations in Public Programs, September 29-October 1, at the LaFollette Institute of Public Affairs, University of Wisconsin, Madison, WI.

1994. Teleservice Quality: Exploring the Relationship between Employee Perceptions of Service Quality, Organizational Context, and Service Reliability. Paper presented at the Academy of Management annual meeting, August 14-17, Dallas, TX.

1994. The Limits of Service: Service Employees as Street-Level Bureaucrats. Paper presented at the New England Political Science Association annual meeting, April 22-23, Salem, MA.

1993. Using Information Technology in Government: Correlates of User Attitude. Paper presented at the Association for Public Policy Analysis and Management annual meeting, October 28-30, Washington, D.C.

1992. Service to the Citizen: The Use of 800 Numbers in Government. Paper presented at the Association for Public Policy Analysis and Management annual meeting, October, in Denver, CO.

1991. Enacting Technology: Organizational Logics and the Implementation of Information Technology in Government Organizations. Paper presented at the Association for Public Policy Analysis and Management annual meeting, October, in Bethesda, MD.

PROFESSIONAL ACTIVITIES

National Academy of Public Administration (Congressionally chartered)

Secretary (elected), Board of Directors, 2020-present; Board of Directors (elected), 2017-2020, (re-elected) 2020-2023; Governance Committee (appointed), 2021-- ; Fellow (elected), 2012; Nominating Committee (appointed, two terms), 2016-2019

University and Department Service

University of Massachusetts Amherst

Leadership and Campus Level

2005-present   Director, National Center for Digital Government
2005-2012   Director, Science, Technology and Society Initiative
2005-present   College of Social & Behavioral Sciences, Chairs and Directors

2016-2017	Chair, Search Committee, for Founding Director, School of Public Policy
2016-2017	Chair, Search Committee, Cybersecurity and Public Policy
2015-2018	Department Chair, Political Science
2015-2018	Advisory Board, Computational Social Science Institute
2015-2016	Cybersecurity Task Force
2015-2016	Search Committee, Founding Dean, College of Computer Science
2015-2016	Search Committee, for Founding Director, School of Public Policy
2014-2015	Provost's Advisory Committee on Public Policy
2014-2015	Truman Scholarship Committee
2009-2010	Provost's ad hoc Review Committee on Faculty Clusters
2008-present	Affiliated Faculty, Computational Social Science Institute
2008-2009	Chair, Chancellor's ad hoc Committee on Reorganization
2006-2007	Interim Director, Center for Public Policy & Administration

Department and College Level

2021-2022	Elected member, Personnel Committee, School of Public Policy
2021-2022	Chair, Search Committee, School of Public Policy
2020-2021	Chair, Personnel Committee, School of Public Policy
2019-2020	Personnel Committee, Political Science
2019-2020	Chair, Search Committee, School of Public Policy
2019-2020	Search Committee, Political Behavior, Political Science
2018-2019	Member (elected), Personnel Committee, Political Science Department
2014-2015	Political Science Dept., Field Clerk, Public Policy; CPPA: Institution Building Committee
2013-2014	Political Science Dept.: Chair, Computational Social Science faculty search committee; Field Clerk, Public Policy; Events Committee; CPPA: Institution Building Committee; Undergraduate Program Committee; Personnel Committee; lecturer search committee
2012-2013	Political Science, Personnel Committee; Co-Chair, Policy and History faculty search committee; CPPA Personnel Committee; CPPA Institution Building Committee
2011-2012	Junior Faculty Search Committee, Political Science, Science, Technology and Politics; Political Science, Events Committee; CPPA Research Committee
2010-2011	Junior Faculty Search Committee, Political Science and Commonwealth Honors College; Political Science, Events Committee; CPPA Personnel Committee
2009-2010	Political Science Dept., Personnel Committee; Chair, Junior Faculty Search, Computational Political Science; Computational Social Science Search Committee member, Computer Science Department
2008-2009	Doctoral Admissions Committee, Political Science; Personnel Committee, Political Science; Chair, Tenure Review Subcommittee; Research Committee, CPPA; Co-chair, Committee to develop Computational Social Science cluster
2007-2008	Faculty Search Committee, Political Science; Chair, Jr. Faculty Search in Science, Technology and Politics, Political Science; Doctoral Admissions Committee; Personnel Committee, Political Science; Chair, Tenure Review Subcommittee
2006-2007	Department Chair Search Committee, Political Science; Admissions Committee, CPPA; Center for Public Policy & Administration and Department of Communications, Jr. Faculty Search Committee
2005-2010	Executive Committee, Center for Hierarchical Manufacturing
2005-2011	Executive Committee, Commonwealth Alliance for IT Education

Kennedy School of Government, Harvard

2000-2005	Ph.D. Committee, Kennedy School
2002-2003	Strategic Technology Advisory Committee, Harvard University
2001-2002	Junior Public Management Search Committee, KSG;
2000-2001	Standing Committee on Higher Degrees in Public Policy, Faculty of Arts and Sciences, Harvard University
2000-2001	Radcliffe Advisory Committee, Harvard University
1998-2001	Advisory Board & Steering Committee, Women & Public Policy Program, Harvard University
1997-1998	Information Technology Governance Committee, Harvard University
1996-2001	Disciplinary Review Board, KSG, Harvard University, 1996-2001
1993-1995	Chair, Admissions Committee, two-year Master's degree programs, KSG
1991-1993	Vice Chair, Admissions Committee, two-year Master's degree programs, KSG
1992-1993	Junior Faculty Search Committee, Education and Governance, KSG
1991-1992	Building Committee (during construction of Taubman Building), KSG
1989-1991	Admissions Committee, one-year Master's degree program, KSG

Selected Other Professional Activities

2019. Invited participant and presenter. Roundtable on Operational Collaboration. Aspen Cybersecurity Group. September 11, 2019. Washington, D.C., Aspen Institute. Contributing expert, research on cross-agency collaboration, August through November 2019. Director for Defensive Strategy, Cyberspace Solarium Commission on behalf of Senator King, Senator Sasse, Congressman Langevin and Representative Gallagher. https://www.solarium.gov/

2018-19. Expert Group on Digital Transformation. For "Digital Economy Strategy for the Arab World." League of Arab States, Council of Arab Economic Unity, United Nations.

2017. Moderator. Democracy in the Digital Age. National Press Club, Washington, D.C. University of Massachusetts Alumni Association.

2016-present. National Academy of Public Administration. Fellows nominating committee.

2017. Invited Advisory Board member. First Public Administration and Technology Workshop. May 12-14. Antalya, Turkey.

2016-17. Invited Advisory Board member. mobileGovernment World Summit 2017. Brighton, UK. May 7-9.

2008-2016. Invited Council Member. Global Agenda Council on the Future of Government. Summit on the Global Agenda. (Council Chair, 2011; Council Acting Chair and Vice Chair, 2012)

2015. Invited panel comments and participant. "Cybered Futures and Conflict/Governance Implications." 3d Biannual Workshop. Center for Cyber Conflict Studies (C3S), Naval War College & Watson Institute, Brown University. September 21-22.

2015. Invited comments and participant. Roundtable on the presidential transition and management. Organized by the Partnership for Public Service and IBM Center for the Business of Government. Washington, DC, April 24, 2015, September 16, 2015.

2014. Invited participant. Aspen Seminar for Leaders. Aspen Italia. Venice, Italy. June 9-11, 2014. Focus on information and communication policy and emerging issues.

2014. Invited participant. "Social Networks in Governmental and Nongovernmental Sectors." Annenberg Networks Network (ANN) and Science of Networks in Communities (SONIC), Northwestern University. Annenberg School, University of Southern California, Los Angeles, CA. April 10-12, 2014.

2014. Invited judge. Gelhorn Award. Administrative Council of the United States.

2013. Invited comments and participant. Big Data and Public Policy Workshop. Harvard University, September 13. Organized by the Oxford Internet Institute and the journal, *Policy and Internet*.

2013. Invited session moderator. Nanoscience and Emerging Technologies in Society: Sharing Research and Learning Tools. Workshop organized by UMass Amherst, UC Santa Barbara, Arizona State and ICPSR. UMass Amherst. June 27-28.

2013. Invited participant. IBM Research Agenda Setting Roundtable. Washington, D.C. May 2- 3, 2013.

2013. External Advisor. NSF Social-Computational Systems Program project. "Participation on the Town Square in the Era of Web 2.0." Advisory meeting at MIT Media Lab. September.

2012. Acting Chair, World Economic Forum, Global Agenda Council on the Future of Government, Summit of Global Agenda Councils, Dubai, November 2012.

2012. Panel Chair, Panel on Evaluation of E-Government and Civic Engagement, Research Roundtable on Broadband Evaluation. MacArthur Foundation. October 3-5.

2012. As Council Vice Chair co-organized closed-door session, "Transforming Governments for the Future," for government and business leaders. World Economic Forum on the Middle East, North Africa and Eurasia, held in Istanbul, Turkey, 4-6 June 2012.

2011. World Economic Forum, Annual Meeting, Davos-Klosters, Switzerland, January 26-30, 2011. As Council Chair in 2010-11, co-organized and facilitated closed-door session, "Governing in a New Media Age," for heads of international organizations and governments.

2011. The National Academies. Division of Engineering and Physical Sciences, Computer Science and Telecommunications Board, Committee on Future Information Architectures, Processes, and Strategies for the Centers for Medicare and Medicaid Services. Invited speaker (via phone). "Large-Scale Organizational Change."

2011. World Economic Forum Summit on Europe and Central Asia, Vienna, Austria, June 8-9, 2011. As Chair of the Global Agenda Council on the Future of Government, co-organized and moderated private working dinner on the future of government for heads of state and government, key ministers and heads of international organizations, select chief executives.
Launch of report on the Future of Government. 2011.

2011. Vice Chair, Future of Government Agenda Council and participant, World Economic Forum, Global Agenda Summit, Abu Dhabi, October 2011.

2010. Chair, Global Agenda Council on the Future of Government, Summit, Dubai, November 2010. Invited Council member, Global Agenda Summit, Dubai, November 2009, 2008.

2011. Established Memorandum of Understanding between National Center for Digital Government and World eGovernment Organization, Seoul, Korea.

2010. Organized NSF sponsored national research workshop, "Nanotechnology and Society: Emerging Organizations, Oversight, and Public Policy Systems," September 2010.

2009. Organized NSF sponsored national research workshop, "Ethics in Science and Engineering: Redefining Tools and Resources," UMass Amherst, October 23, 2009.

2009. Program committee, YouTube and the Presidential Election national research conference, UMass Amherst, April 2009.

2008. Organized NSF sponsored national research workshop, "Nanotechnology and Society: Networks, Risk, and Knowledge Sharing," UMass Amherst, October 2008.

2008. Science advisory board, International Conference on the Environmental Implications and Applications of Nanotechnology, the Environmental Institute, UMass Amherst, 2008-09.

2007. Organized the NSF sponsored international workshop and roundtable "Nanotechnology and Society: The Organization and Policy of Innovation," coordinated by the Science, Technology and Society Initiative, University of Massachusetts Amherst, May 17-18, 2007

2007. Affiliated Expert (invited), Information Technology and Innovation Foundation, Washington, DC, 2007-present.

2007. Program Committee Member, e-Social Science Conference 2007.

2007. National Advisory Group (invited), Multi-Dimensional Electronic Collaboration for Time- Critical Mobile Emergency Response, NSF Award #0535273, 2007-2009.

2006. Guest Editor, *Electronic Markets, The International Journal* Special Issue: Electronic Markets for Digital Government. Vol. 16, No. 4. December 2006.

2005. Invited convener, National Science Foundation-Organization of American States workshop on e-government, 2005. Workshop was designed to present high-level recommendations to ministers of science and technology in Latin America.

2004. Invited participant. National Science Foundation-European Union research workshop, Seattle, May 23, 2004.

2004. Invited participant. Hungarian-U.S. Research Workshop, Budapest, Hungary, March 21- 24, 2004. Sponsored by the National Science Foundation and ELTE-Ithaka Center for Information Society and Network Research. http://www.spcomm.uiuc.edu/conf/budapest2004/

2004. Invited program committee member, Digital Government Research Conference, dg.o2004, National Science Foundation Digital Government Program.

2004. Political Advisory Board member, Meetup.com, 2004-2007.

2003. Organized and convened site visit to the National Center for Digital Government, a colloquium, NSF Digital Government Program annual research conference, dg.o2003, May 21, 2003.

2003. Panel chair, Policy Issues, dg.o2003, annual research conference of the NSF Digital Government Program, Boston, May 19, 2003.

2003. Elected Council Member, Section 18: Information Technology and Politics, American Political Science Association, 2003-2005.

2002. Invited chair and organizer, mini-plenary on digital government, Association for Public Policy and Management, annual meeting, Dallas, Texas, November 8, 2002.

2002. National workshop chair and organizer, "Advancing a Basic Research Agenda for Digital Government," sponsored by the National Science Foundation Digital Government Program, Kennedy School of Government, Harvard University, May 30-June 1, 2002.

2002. Chair and organizer, panel on the relationship of social sciences to digital government research, National Conference on Digital Government Research, Redondo Beach, California, May 20-22, 2002.

2002. Briefing session on gender and globalization for Vice President Al Gore, Belfer Center for Science and International Affairs, Kennedy School, April 12, 2002. (One of five invited faculty briefings.)

2001. Advisory Board Member, MassConnect, Department of Economic Development, Commonwealth of Massachusetts. Interagency web portal to leverage economic development. 2001-2002.

2001. Symposium chair and organizer, "Gender, Information Technology, and Organizations: New Directions for Theory, Research, and Governance," sponsored by the Public and Nonprofit Sector Division and the Gender and Diversity in Organizations Division, Academy of Management annual meeting, Washington, D.C., August 3-8, 2001.

2001. Chair, session on Economy, Society, and Institutions, Summer Institute, Information Technology and Cooperation and Conflict Across Boundaries, organized by the Social Science Research Council and the Berkeley Institute for International Studies, University of California at Berkeley, July 15-21, 2001.

2001. Invited participant, the Internet and Society Initiative, Social Science Research Council, New York, May 11, 2001.

2001. Executive Committee Member, *Internet Voting: Issues and Research Agenda*, study requested by the White House, sponsored by the National Science Foundation. Workshop held on 11-12 October 2000. Report published March 2001 by the Internet Policy Institute.

2000. Appointed Member, Committee on Organized Sections, American Political Science Association, January 1, 2000 – December 31, 2002.

2000. Invited Member, Committee on Information Technology, International Cooperation, and Global Security, Social Science Research Council. 2000-2002.

Advisory Board, Michigan Civics Institute. 2000-2001.

Invited consultant, planning a research agenda for the Internet and society, MacArthur Foundation, Chicago, Illinois, September 22, 2000.

Research Advisory Board Member, Internet Policy Institute, Washington, D.C. 1999-2002.

Developed first Web-based policy gateway for women and information technology, 1998. URL: www.ksg.harvard.edu/witia

Invited speaker, press conference on Fountain and Atkinson, "Innovation, Social Capital and the New Economy," policy paper proposing legislation to modernize the research and experimentation tax credit, sponsored by the Democratic Leadership Committee and the Republican Main Street Coalition, Capitol Hill, Washington, D.C., July 17, 1998.

Invited discussion leader, "Women in the Information Age," Common Room Discussion, Second International Conference on Internet & Society, Harvard University, May 27, 1998.

Member, Advisory Committee, Fourth National Public Management Research Conference, 1997.

Appointed Member at large, Executive Committee, Section 12: Public Administration, American Political Science Association, 1996-1999.

Chair, panel on "Dealing with Unexpected and Unusual Changes," annual meeting of the Academy of Management, Cincinnati, Ohio, August 9-14, 1996.

Member, Best Paper Award Committee, Public and Nonprofit Management Division, Academy of Management, 1995.

Discussant and chair, panel on "Strategy and the Management of Public Organizations," annual meeting of the Association for Public Policy Analysis and Management, Washington, D. C., November 2-4, 1995.

Respondent, panel on "Issues of Intergovernmental Management," Third National Public Management Research Conference, the University of Kansas at Lawrence, October 5-7, 1995.

Invited participant, workshop organized to evaluate the Social Security Administration's Automation Program by the U.S. Congressional Office of Technology Assessment, Telecommunication and Computing Technologies Program, December 14, 1993.

Planning meetings with faculty and staff of the *Ecole Nationale d'Administration, Centre Nationale de Recherche Sociale*, and Paris University for collaborative curriculum development and research on knowledge representation systems and government between *ENA* and the Kennedy School, Paris, March 1991. Collaboration on proposal for research support to the *Commisariat au Plan*, August 1990.

Facilitator, Negotiated Investment Strategies Project, Program on Negotiation, Harvard University, 1983-1984.

Boards, Other Review and Evaluation Activities

Journal Editorial Boards

ACM Digital Government: Research and Practice (DGOV), editorial board, 8/21/18--

Public Administration Review, editorial board, 2014-2017

International Review of Public Administration, 2014-present

International Public Management Journal, 2005-present

Journal of Information Technology and Politics, Senior editorial board, 2006-2011; 2012-present

Journal of Public Affairs Education, 1998-2004

E-Service Journal, 2000-2004

Informatization and the Public Sector, 1991-1995

Other Reviews and Evaluations

Ad hoc peer review for the National Science Foundation, various programs in the Social, Behavioral & Economic Sciences Directorate; the Directorate for Computing and Information Science and Engineering; STS Program; Directorate for Education and Human Resources.

Reviewer: Social Science Research Council, doctoral and post-doctoral fellowships; Organization and Management Theory Division, Public and Nonprofit Management Division, Gender and Diversity in Organizations Division, Academy of Management; Jacob K. Javits Fellows Program (doctoral fellowships in the arts, humanities, and social sciences), U.S. Department of Education, Washington, D.C.; Digital Government Society; American Political Science Association

Manuscript referee for *Journal of Public Administration Research and Theory; Governance; Administration and Society Science*; *Political Communication; Science and Public Policy; Journal of Policy Analysis and Management; Science* (partial list)

Site evaluator, IBM Innovations Award in Transforming Government; Site evaluator and evaluator, Awards Program, Innovations in American Government, Ford Foundation and Kennedy School of Government, 2000-2005.

TEACHING

University of Massachusetts Amherst
Technology, Power and Governance (graduate and undergraduate) Spring 2009-2016; 2020--
The Future of Government (Master's elective course) Fall 2019, Summer 2020--.
Public Management. (Master's core course) Fall 2006-2015; Fall 2019--.
Organization Theory and Institutional Perspectives (graduate) Spring 2006, 2008, 2009, 2013, 2014.
Public Policy Seminar, Spring 2020

Capstone in Public Policy (graduate) Spring 2008.

Harvard University
Doctoral Field Seminar on Organizational and Institutional Analysis. (Core) Spring 1996-2003. Knowledge in Organizations. (Elective) Spring 2003. Strategic Human Resources Management in the Public Sector: Preparing for the Twenty-First Century. (Elective) Spring 1990-1999. Managing Public Organizations. (Core) Spring 1991-1994. Political and Organizational Analysis. (Core) Fall 1989.

Doctoral Dissertation Committees and Research Fellows

Dissertation Supervision
Asterisk indicates dissertation chair.

Michael Roberts (Environmental Conservation), *Exploring the Role of Interdependence, Inter-Agency Coordination, and Intra-Agency Complexities in Shaping Organizational Response to Mandated Institutional Collective Action*. In process.

Timothy Sacco (Sociology, 2021), *By the Numbers: How Academic Capitalism Shapes Graduate Student Experiences of Work and Training in Material Sciences*. Current position: postdoctoral fellow, NSF National Optical-Infrared Astronomy Research Laboratory (NOIRLab), Tucson, Arizona.

Karmen Naidoo (Economics, 2021). *Three Essays on Structural Change and Labor Market Adjustment in Developing Countries.* Current position: World Bank.

Hassan Aslami (Education, 2021). *Financing Public Higher Education in Afghanistan: Alternative Sources and Options.*

Nele Leosk (Department of Political and Social Sciences, European University Institute, Florence, Italy, 2019; NCDG Fellow, 2014-15). *Understanding the Development of Digital Governance: A Study of the Relation between Institutions, Organizations, Actors, and the Development of Digital Governance in the Member States of the OECD and the EU*. Current position: Ambassador-at-Large for Digital Affairs, Ministry of Foreign Affairs of Estonia.

Allen Linken (Political Science, 2016). *Examining the Civil-Military Divide through New (Institutional) Lenses: The Influence of the Supreme Court.* Current position: Assistant Professor, Political Science, University of Alabama.

*Meelis Kitsing (Political Science, 2015; NCDG Fellow, 2006-07). *Tacit Web: Entrepreneurial Discovery, Institutional Complexity and Internet Diffusion.* Current position: Rector and Professor of Political Economy, Estonian Business School.

Borislava Simidchieva (Computer Science, 2015), *Variation in Human-Intensive Systems: a Conceptual Framework for Characterizing, Modeling, and Analyzing Families of Systems*. Current position: Raytheon BBN Technologies.

Bryan M. Baldwin (Communication, 2015). *Democratic Potential for a Multiplicity of Public Spaces: A Content Analysis of Media-Hosted Discussion Boards*.

Sreela Sarkar (Communicatino, 2013; NCDG Fellow 2007-08). *Technology and Modernity at the*

Boundaries of Global Delhi. Current position: Associate Professor, Department of Communication, Santa Clara University.

Tokunbo (Toks) D. Oyedemi (Communication, 2012; NCDG Fellow 2010). *The Partially Digital: Internet, Citizenship, Social Inequalities, and Digital Citizenship in South Africa*. Current position: Associate Professor, University of Limpopo, Sovenga, South Africa.

Kemi D. Fuentes-George (Political Science, 2011). *Transnational Networks and the Promotion of Conservationst Norms in Developing Countries.* Current position: Associate Professor, Middlebury College.

Amy Cooper (Political Science and International Studies, University of Queensland, St. Lucia, Australia, 2011). (External Examiner). *The Effect and Efficacy of E-government Administration.*

Heather A. Rothenberg (Transportation Engineering, 2009). *Formulating Older Driver Licensing Policy: An Evaluation of Older Driver Crash History and Performance*. Current position: Head of Global Claims Council at YouTube.

Monica F. Pinhanez (Urban Studies and Planning, MIT, 2008). *Reinventing VAT Collection: Industry Vertical Assessment, Revenue Increase, and Public Sector Reliability*. Current position: Professor, Brazilian School of Public Administration and Business (*FGV - Fundação Getulio Vargas).*

Ramon Gil-Garcia (Public Administration and Policy, University at Albany, 2005; NCDG Fellow, 2004-07). *Enacting State Websites: A Mixed Method Study Exploring E- Government Success in Multi-Organizational Settings.* Current position: Associate Professor, Rockefeller College of Public Affairs and Policy and Director, Center for Technology in Government, University at Albany.

Ari Goelman (Urban Studies and Planning, MIT, 2005). *A spatial structuring approach to IT use and workplace change: what's space got to do with it?* Current position: Kwantlen Polytechnic University.

*Karl Rethemeyer (Public Policy, Kennedy School, Harvard, 2002), *Centralization or Democratization: Assessing the Internet's Impact on Policy Networks – A Theoretical and Empirical Inquiry.* Current position: Dean, College of Social and Behavioral Sciences, University of Massachusetts Amherst and Professor, School of Public Policy.

National Center for Digital Government pre-, post-doctoral and faculty Fellows

Marcelo Leal (pre-doctoral, UMass Amherst, Brazilian national, 2016-present); Muhammed Baqir Malik (predoctoral, Quaid-i-Azam University, Islamabad, Pakistan, 2020-2022); Ye Zheng (faculty, Northwestern Polytechnical University, 2019-2020); Yurong Wang (predoctoral, Jilin University, 2019-2020); Yu Yue (pre-doctoral, Jilin University, China, 2016-17); Jihyun Na (pre-doctoral, University of Tokyo, 2016); Wei Liu (pre-doctoral, Fudan University, Shanghai, 2016); Nele Liosk (pre-doctoral fellow, European University Institute, 2015); Daniel Consigli (undergraduate fellow, 2015-2017); Ramazan Altinok (visiting scholar, Prime Minister's Office, Government of Turkey, 2014-2015); Jian Li (pre-doctoral, Jilin Univ.), 2014-15; Jianguang Zhang (post-doc, Central Univ of Finance and Econ, Beijing), 2013- 14; Chen Xi (pre-doctoral, Jilin Univ.), 2013-14; Luis Orozco (faculty, Externado Univ, Bogota), 2014; Ahmed Ibrahim (visiting scholar, Egyptian Tax Authority), 2014; Christoph Demers (Master's fellow, UMass Amherst, 2013-15); Diego Canabarro (doctoral, Univ. Rio Grand do Sul, Brazil), 2012-13; Raquel Galindo-Dorado (faculty, Autonomous Univ of Madrid, nonresident), 2012-16;

Toks Oyedemi (predoctoral, Communications, UMass, 2010-11); Ruixin Zhang, (faculty, Jilin Univ) 2009-2010; Fang Wang (faculty, Nankai Univ) 2009-10; Erdem Erkul (doctoral, Haceteppe Univ, Ankara), 2008-2009; Seok-Jin Eom (doctoral, Seoul National Univ), 2006-2007; Maria Fernandez (doctoral), 2006-2007; J. Ramón Gil-García (doctoral and postdoc, SUNY Albany and CIDE, Mexico), 2004-2007; Michael Hamel (masters), 2006-2007; Meelis Kitsing (doctoral), 2006-2007; Sreela Sarkar (predoctoral, UMA), 2006-2007, 2012-13; Miree Byun (faculty, Seoul Planning Dept), 2005-2006; Xingan Ge (masters), 2005-2006 ; Albert J. Meijer (faculty, Univ Utrecht), 2005-2006; Michelle Sagan (masters, UMA), 2005-2006; Rangamani Basettihalli (masters, Sri Lanka), 2004-2005; Jeff Boase (predoctoral, U Toronto), 2004-2005; Amanda Coe (visiting scholar, Government of Canada), 2004-2005; Rahul K. Dhanda (visiting scholar), 2004-2005; Steve Jackson (predoctoral), 2004-2005; Jeanne Mengis (visiting scholar), 2004-2005; Ines Mergel (post-doctoral), 2004-2005; Hirokazu Okumura (visiting scholar, Univ of Tokyo), 2004-2005; Naomi Olson (doctoral), 2004-2005; Birgit Rabl (doctoral), 2004-2005; Alexander Schellong (doctoral), 2004-2005; Maria Christina Binz-Scharf (post-doctoral), 2002-2004; Kenneth Neil Cukier (visiting scholar), 2003-2004; Matthew Hindman (doctoral), 2003-2004; Audrey Selian (doctoral), 2003-2004; Rajiv C. Shah (doctoral), 2003-2004; Michelle N. Meyer (visiting scholar), 2003-2004; Warigia Bowman (doctoral), 2002-2003; Kevin Esterling (faculty), 2002- 2003; Marc Holitscher (faculty), 2002-2003; V. K. Samaranayake (faculty), 2002-2003; Kuno Schedler (faculty), 2002-2003

Masters Students Advised, selected list (theses and capstones)

at University of Massachusetts, Center for Public Policy and School of Public Policy: 2022: Brad Riley; 2021: Kayleigh Vocca; 2014: Joanna Springer; 2013: Michael Sedelmeyer, Dwi Elfrida Martina; 2011: Daryl LaFleur, Claire McGinnis; Margaret Byrne; 2010: Elena Kvochko; 2009: Ludgarda Rehfisch, Ryan Kidder

at Harvard University, Kennedy School of Government: Policy Analysis Exercise (PAE), a client-based Masters level project equivalent to a Masters thesis), Diane Stollenwert, 1991; Alan Painter, PAE, 1992; Andres Acevedo, PAE, 1993; Jenny Craig and John Reid, joint PAE, 1993; Susan Maciolek, PAE, 1993; Cecilia Ray and Valerie Russo, joint PAE, 1993; Cornelia Grumman and Kathleen Johnson, joint PAE, 1994; Amy Rogstad and Karen Schlaepfer, joint PAE, 1995; Christina Andrews, Vanita Bhargava and Christina O'Brien, joint PAE, 1995; Jonathan Karp and Michael Shoag, joint PAE, 1995; Serena Syme, PAE, 2000; David Kwan, PAE, 2002; Una Kim, PAE, 2004; Grace Karr, PAE, 2004

SELECTED EXECUTIVE EDUCATION

Challenges to Change in Government. Executive Education Program. Colegio Complutense and Harvard University. 2007-2013. International Academic Programs and Harvard University, 2014-present.

Building Management Capacity: Institutions and Technology. Executive Education workshop. Universidad del Magdalena. Santa Marta. Colombia. November 25, 2013.

Challenges to Organizational Change. Innovative Government Executive Education Program. Dubai School of Government. 7-9 March 2010.

Challenges to Change in Government: Technology-based Cross-agency Innovations in the U.S. Executive teaching at the Leadership programme for Danish local government top executives, October 30, 2007 and October 2008, at the Fels Institute of Government, University of Pennsylvania, Philadelphia, PA.

Senior Managers in Government. Three-week executive program for members of the Senior Executive Service, senior congressional staff, and international senior government executives. Five session module on the management of organizational and institutional change and strategic use of information technology in government. August 1991-2003

Lectures, presentations, and case teaching. Kennedy School executive programs including Senior Executive Forum, National Security Fellows, Program on Strategic Computing and Telecommunications, International Women's Forum Leadership Foundation Fellows Program, and the World Bank, 1990-2005.

Tias Business School. Strategic Uses of IT in Government Organizations. The Netherlands. Spring 2002.

"The Changing Role of the IT Function in Industry and Business," and "E-Commerce from a Regional Perspective," presented at The Jeddah IT Forum on Electronic Commerce, Jeddah, Saudi Arabia, October 2-3, 1999.

"Setting a Technology Direction for the U.S.I.A.," United States Information Agency, May 14- 15, 1997.

Swiss-Slovene Technical Cooperation Project. Designed and taught one-week seminar on manpower planning and training needs analysis. Ministry of Interior, Ljubljana, Slovenia. June 1996.

Program for Women Executives. One-week executive program for women executives in Latin American. INCAE, Managua, Nicaragua. July 1996. Module on organizational transformation.

Project Liberty. Two workshops, one for government ministers and state chancellors, one for senior civil servants. Tallinn, Estonia, May 31-June 4, 1993. Module on managing change.

Workshop on Strategic Management in the Public Sector. One-week program for senior administrators at the National Institutes of Health. Bethesda, MD, June 29-July 2, 1992. Sessions on the management of organizational change.

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