

People at CTG



Theresa Pardo
Center Director

Specialty

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

Brief Bio

In addition to serving as Director of CTG, Theresa also holds full research professor appointments in Public

Administration and Policy and Informatics. Under her leadership, CTG works closely with multi-sector and multi-disciplinary teams from the U.S. and around the world to carry out applied research and problem solving projects focused on the intersections of policy, management, and technology in the governmental context.

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

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

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

[Link to Curriculum Vita](#)

Selected Publications

Gil-García, J.R. & Pardo, T. A. (2005). ***Egovernment Success Factors: Mapping Practical Tools to Theoretical Foundations***, Government Information Quarterly, 22(1), 187-216.

Pardo, T.A. & Tayi, G.K. (2007). ***Interorganizational Information Integration: A key enabler for digital government***. Government Information Quarterly 24(4), 691-715.

Harrison, T., Gil-García, J. R., Pardo, T. A., & Thompson, F. (2007). , ***Geographic Information Technologies, Structuration Theory, and the World Trade Center Attack***, Journal of the American Society for Information Science and Technology 58(4), 2240-2253.

Dawes, S.S., Cresswell, A.M., & Pardo, T.A. (2009). ***From "Need to Know" to "Need to Share": Tangled Problems, Information Boundaries, and the Building of Public Sector Knowledge Networks***, Public Administration Review, Volume 69, Issue 3 (p 392-402).

Nam, T & Pardo, T.A. (2013). ***Identifying Success Factors and Challenges of 311-Driven Service Integration: A Comparative Case Study of NYC311 and Philly311***, Proceedings of the 46th Hawaii International Conference on System Sciences (HICSS), Hawaii.

Nam, T. & Pardo, T.A. (2014). ***The changing face of a city government: A case study of Philly311***, Government Information Quarterly.

Education

- Ph.D., Information Science, 1998, University at Albany/State University of New York, Dissertation:

Reducing the Risks of Innovative Uses of Information Technology in the Public Sector: A Multidisciplinary Model.

- M.S. Educational Administration, 1990, University at Albany/State University of New York.
- B.A. Political Science, 1982, University at Albany/State University of New York.