

## **CURRICULUM VITAE**

### **JANE E. FOUNTAIN**

Professor of Political Science and Public Policy  
Adjunct Professor of Computer Science  
Director, National Center for Digital Government  
Director, Science, Technology and Society Initiative

Department of Political Science and  
Center for Public Policy and Administration  
University of Massachusetts Amherst  
406 Thompson Hall, 200 Hicks Way  
Amherst, MA 01003, USA

Tel: 413 545 1007 Fax: 413 545 1108

[fountain@pubpol.umass.edu](mailto:fountain@pubpol.umass.edu)  
<http://people.umass.edu/jfountain>

## **EDUCATION**

### Yale University

Ph.D., Political Science and Organizational Behavior, Dec. 1990  
M.Phil., Political Science and Organizational Behavior, May 1988  
M.A., Political Science, May 1987  
M.A., Organizational Behavior, May 1986

### Harvard University

Ed.M., Administration, Planning, and Social Policy, Graduate School of Education, 1982

### Boston Conservatory of Music

B.Mus., *cum laude* (concertmaster 1975-77), 1977

## **ACADEMIC POSITIONS**

Professor of Political Science and Public Policy, Department of Political Science and Center for Public Policy and Administration, University of Massachusetts Amherst, 2005-present

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

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

Adjunct Professor, Computer Science Department, University of Massachusetts Amherst, 2009-present

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

Associate Professor of Public Policy, John F. 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, 2003-04

Faculty Co-chair, Information, Technology, and Governance Faculty, Kennedy School of Government, Harvard, 2002-2005

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 and Teaching Assistantships, Departments of Political Science and Organizational Behavior Program, Yale University, 1986-89

Research Associate, Wesleyan University, 1984-85

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

## **HONORS AND AWARDS**

World Economic Forum, Global Agenda Council on the Future of Government, Davos, Switzerland, 2008-10.

American Bar Association, blue ribbon committee on the Status and Future of Electronic Rulemaking, Washington, DC, 2008-09.

Keynote Address, eGovShare, International Conference eGovernment Sharing Experience, Antalya, Turkey, a joint effort of the United Nations Development Program (UNDP), the eGovernment Centre (eDEM) of Public Administration Institute for Turkey and Middle East (TODAIE), the Turkish International Cooperation & Development Agency (TİKA), in collaboration with the Statistical Economic and Social Research and Training Centre for Islamic Countries (SESRIC). 8-11 December 2009 (<http://edem.egovshare2009.org/>).

Keynote Plenum at the 4th Ministerial eGovernment Conference, Reaping the Benefits of eGovernment, European Commission and Government of Portugal, Lisbon, Portugal, September 20, 2007. (<http://www.egov2007.gov.pt/>)

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

Keynote Address. 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.

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

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

Keynote Address. Enacting Technology: IT Productivity in the Public Sector. Conference on Society and Information Technology, Fulbright Commission, Santiago, Chile, November 17-18, 2003.

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

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

Research Fellowship, Radcliffe Institute for Advanced Study, Harvard. 2000-2001.

Research Fellowship, Radcliffe College, Harvard. 1999-2000.

Mellon Foundation Fellowship in the Social Sciences, Institution for Social and Policy Studies, Yale University, selected to advance inter-disciplinary dissertation research. 1986-87.

Yale Fellow, Yale University. 1984-88.

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

## **PUBLICATIONS**

### **BOOKS**

JEF. In preparation. *Across Bureaucratic Boundaries*. (working title, to be published by Brookings Institution Press, Washington, D.C.).

JEF. In preparation. *Women in the Information Age: Technology, Institutions, and Gender* (Cambridge: Cambridge University Press).

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

JEF. 2001. *Building the Virtual State: Information Technology and Institutional Change* (Washington, D.C.: Brookings Institution Press).

- Recipient of the *Choice Award*, Outstanding Academic Titles of 2002.
- Japanese translation and publication, Ichigeisya, 2005, trans. Hirokazu Okumura. With new preface by the author.
- Portuguese translation and publication, Escola Nacional de Administração Pública, Brazil, 2005.
- Chinese translation and publication, with forward by Zhiren Zhou and new preface by the author, China Renmin University Press, 2004.

Lawrence E. Susskind and JEF, eds. 1983. *Proposition 2 1/2: Its Impact on Massachusetts*. Cambridge, MA: Oelgeschlager, Gunn, and Hain.

## **ARTICLES AND BOOK CHAPTERS**

Geertsma, J. & JEF. 2009. "UMass NanoSRG." *Encyclopedia of Nanoscience and Society*. Sage Publications.

Mergel, I. A., Schweik, C. M. & JEF. 2009. "The Transformational Effect of Web 2.0 Technologies on Government." Available at SSRN: <http://ssrn.com/abstract=1412796>

JEF. 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.

JEF. 2008. "Notes on the Impact of Research on the Development of eGovernment." Invited article based on keynote plenary presentation delivered at the Ministerial Meeting on eGovernment, Lisbon, Portugal, September 2007. *European Review of Political Technologies*, vol. 5, Towards a Common eGovernment Research Agenda in Europe, February 2008: 77-85.

JEF. 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.

JEF. 2007. "Challenges to Organizational Change: Facilitating and Inhibiting Information-Based Redesign of Public Organizations." 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.

Pre-publication version, JEF. 2006. Challenges to Organizational Change: Multi-Level Integrated Information Structures (MIIS), *National Center for Digital Government Working Paper Series*. Working Paper # 06-001.

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

JEF. 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.

JEF. 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.

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

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

JEF and R. McKinnon. 2004. "Electronic Government: Key Challenges for Human-Computer Interaction." In *Encyclopedia of Human-Computer Interaction*, ed. William Bainbridge. Thousand Oaks, CA: Sage Publications.

JEF. 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.

Pre-publication version, Kennedy School of Government Faculty Research Working Paper Series, RWP03-001, January 2003.

Pre-publication version, National Center for Digital Government Working Paper Series, 03-001. January 2003.

JEF. 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.

JEF. 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.

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

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

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

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

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

JEF. 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 JEF. 2001. "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.

JEF. 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.

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

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

JEF. 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."

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

JEF. 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.

## **REVIEWS, OCCASIONAL PIECES, AND COMMENTS**

JEF. 2009. In press. Foreword. *Overcoming Digital Divides: Constructing an Equitable and Competitive Information Society*, eds., Enrico Ferro, Yogesh K. Dwivedi, J. Ramon Gil-Garcia and Michael D. Williams. IGI Global.

JEF. 2004. Searching for the Keys to Unlock the Clubhouse. Invited review essay of *Unlocking the Clubhouse: Women in Computing* by J. Margolis and A. Fisher. *IEEE Technology and Society*, summer.

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

JEF. 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.

JEF. 1997. Review. 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.

JEF. 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.

JEF. 1986. Review. 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.

## **WORKING PAPERS AND REPORTS**

JEF. 2010. European Commission Office of Harmonization of the Internal Market: An Analysis of Performance and eGovernment. Working Paper. February.

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

JEF. 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.

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

JEF. 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.

JEF. 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.

JEF. 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.

JEF., McKinnon, R. and Park, E. 2003. 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.

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

JEF, David Clark, Sharon Gillett, William Lehr, and Marvin Sirbu. 2002. 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

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

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

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

JEF. 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.

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

JEF. 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.

JEF. 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.

JEF. 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.

JEF, Steven Kelman and Linda Kaboolian. 1992. "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.

JEF, Eliot Levinson and Jerry Mechling. 1991. "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 JEF. 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.

**SELECTED REVIEWS OF *BUILDING THE VIRTUAL STATE: INFORMATION TECHNOLOGY AND INSTITUTIONAL CHANGE* (Washington, D.C.: Brookings Institution Press, 2001)**

*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 ON BUILDING THE VIRTUAL STATE**

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).

#### **GRANTS AND SPONSORED RESEARCH**

Principal Investigator, Developing a Beta Site for a National Digital Library for Ethics in Science and Engineering. NSF grant no. 093685.7 (2009-2010)

Principal Investigator, A National Center for Digital Government: Integrating Information and Institutions, National Science Foundation. Grant funds the building of global research capacity in an emerging field of national importance; supports research program on interorganizational collaboration in governance arrangements, doctoral fellowships, field building activities and other research. See [www.ncdg.org](http://www.ncdg.org). NSF grant nos. 0131923 and 0630239 (2002-2008)

Principal Investigator, International Dimensions of Ethics in Science and Engineering Education. Grant funds the development and implementation of ethics materials for graduate scientists and engineers. NSF grant no. 0734887 (2007-2010)

Co-principal Investigator, Commonwealth Alliance for Information Technology Education, Broadening Participation in Computing Alliance grant. Grant funds outreach to underrepresented community college students to encourage their participation in IT academic programs and careers. NSF grant nos. 0634412 (2007-2009) and 0837739 (2009-2011)

Sr. Researcher, Lead Societal Implications of Nanotechnology Research Group, part of the NSEC: Center for Hierarchical Manufacturing award. Grant funds three national workshops on nanoscience and society. NSF grant no. 0531171 (2007-2011)

Principal Investigator, Emergent Technologies and Public Policy Workshop on Nanotechnology, Research Leadership in Action grant, Office of the Vice Provost for Research, University of Massachusetts Amherst. Grant provides additional support for NSEC nanoscience and society workshop. (2007)

Working Group Member, Democracy Deficit. (2006-2009) NSF Grant provides doctoral student support

Working Group Member, Digital Government in Transnational and Multi-jurisdictional Policy Domains: A North American Framework for Comparative Analysis, NSF grant no. 0540069 (2007-2009)

Co-principal Investigator, Connecting to Congress project. Grant funds research on congressional use of information and communication technologies. NSF grant no. 0429365 (2004-2006)

Principal Investigator, Developing a Basic Social Science Research Program for Digital Government, National Science Foundation. Grant supported a national workshop to build a research agenda for social, political and organizational research on information technology and governance; guided development of a new research area at NSF; and an edited volume based on the workshop papers. NSF grant nos. 0630237 and 0203085 (2001-2004)

Co-principal Investigator, Women in Information Technology Workplaces: A Study of Women Computer Science Degree Recipients in the Software Industry, National Science Foundation (Paula Rayman, PI). Grant funds empirical research on women computer scientists in the software industry. NSF grant nos. 0196431 and 0089965 (2000-2001)

Director, Women in the Information Age Project. Gift from PricewaterhouseCoopers to research participation rates, institutional practices, and gender in information technology-related fields. (1999)

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

Ford Foundation and Kennedy School, Program on Innovations in American Government, research grants. 1992, 1994.

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

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

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

## **LECTURES AND PRESENTATIONS**

### **KEYNOTE ADDRESSES**

JEF. 2009. EGovShare, Antalya, Turkey.

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

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

JEF. 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.

JEF. 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, Sponsored by the European Commission, Information Society and Media Directorate-General, Directorate ICT for Citizens and Businesses, Unit H2 (e-Government), Brussels, Belgium, October 18. (webcast)

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

JEF. 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.

JEF. 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

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

## **OTHER INVITED LECTURES AND PRESENTATIONS**

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

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

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

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

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

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

JEF. 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

JEF. 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

JEF. 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

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

JEF. 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

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

JEF. 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, eGovnet project and the Research Council of Norway, Oslo, Norway, May 4

- JEF. 2007. Computing and Society: Potential and Challenges. Invited lecture, Technology and Society series, College of Engineering, University of Massachusetts Amherst, Amherst, MA, April 23
- JEF. 2007. Multi-Level Integrated Information Structures (MIIS). Invited lecture, Organization Seminar Series, University of Massachusetts Amherst, Amherst, MA, April 20
- JEF. 2006. Nanotechnology and Perception: Public Opinion, Public Policy, and Researcher Cognition. Invited lecture, Northeastern University, Boston, MA, December 12
- JEF. 2006. E-Government and Development: Key Challenges. Invited presentation, World Bank Workshop, *Small States: Growth Challenges and Development Solutions*, December 7, Washington, DC
- JEF. 2006. Human Centered Computing and Organizations. Invited lecture, NSF Human Centered-Computing (HCC) Workshop, September 18-19, National Science Foundation, Arlington, VA
- JEF. 2006. Institutional Transformation of Government in the Network Society. Invited lecture, October 12, the Irish Institute, Boston College, Chestnut Hill, MA
- JEF. 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.
- JEF. 2006. Still Under Construction: On the Path to the Virtual State. Workshop presentation, June 6, University of Tokyo, Japan
- JEF. 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
- JEF. 2006. Tackling the Challenge: Information Technology and Institutional Change. Invited lecture, ICTU-foundation, Ministry of Home and Kingdom Affairs, April 13, the Hague, Netherlands.
- JEF. 2006. Tackling the Challenge: Information Technology and Institutional Change. Invited presentation, VKA Consultancy, April 11, the Hague, Netherlands
- JEF. 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
- JEF. 2005. Institutional Transformation and Cross-Agency Initiatives. Invited lecture, December 2, Bond University, School of Management, Brisbane, Australia
- JEF. 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
- JEF. 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

- JEF. 2005. E-Government: Institutional and Organizational Challenges. Invited lecture, E-Government in the Twenty-First Century Conference, May 23, Dubai, United Arab Emirates
- JEF. 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 Sampaio, March 5-6, Lisbon, Portugal
- JEF. 2004. Governing the Virtual State. Invited lecture, IST 2004, European Union, November 16, the Hague, Netherlands
- JEF. 2004. Prospects for the Virtual State: A Theoretical View. Invited lecture, July 12, University of Kyoto, Kyoto, Japan
- JEF. 2004. Internet and Government: Themes and Styles in International Experiences. Invited lecture, E-Governance Catalonia Forum, Government of Catalonia, July 5-6, Barcelona, Spain
- JEF. 2004. After the Revolution: Information Technology, Institutions, and Governance. Invited lecture, June 11, Bentley College, Waltham, MA
- JEF. 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
- JEF. 2004. Enacting Technology: Transformation through an Institutional Lens. Invited lecture, March 17, Department of Urban Studies and Planning, Massachusetts Institute of Technology, Cambridge, MA
- JEF. 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.
- JEF. 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
- JEF. 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
- JEF. 2003. Enacting Technology: Cross-Agency Collaboration. Invited lecture, Senior Managers in Government alumni meeting, May 14, International Trade Center, Washington, DC
- JEF. 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
- JEF. 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
- JEF. 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

JEF. 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

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

JEF. 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

JEF. 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

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

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

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

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

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

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

JEF. 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

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

JEF. 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

JEF. 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

JEF. 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

JEF. 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

JEF. 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

JEF. 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

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

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

JEF. 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, at Massachusetts Institute of Technology, Cambridge, MA.

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

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

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

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

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

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

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

JEF. 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.

JEF. 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.

JEF. 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, in Columbus, OH.

## **SELECTED CONFERENCE PAPER PRESENTATIONS**

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

JEF. 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.

JEF. 2007. Societal Implications of Nanotechnology: Environment, Health and Safety. Poster presentation, National Science Foundation site visit for the Center for Hierarchical Manufacturing, September 27-28, University of Massachusetts Amherst, Amherst, MA.

JEF. 2007. Challenges to Organizational Change: Multi-Level Integrated Information Structures (MIIS). Paper presented at the Governance and Information Technology Panel, American Political Science Association Annual Meeting, September 1, in Chicago, IL.

JEF and J.R. Gil-Garcia. 2006. Decision Making Processes in Government: Power, Bureaucratic Structure, and Institutions in Information Technology Initiatives. Paper presented at the Twenty-Eighth Annual APPAM Research Conference, Tax and Spend: Designing, Implementing, Managing and Evaluating Effective Redistributive Policies, November 4, in Madison, WI.

JEF and J.R. Gil-Garcia. 2006. 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, in Philadelphia, PA.

JEF. 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.

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

JEF. 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, in Chicago, IL.

JEF. 2003. Cross-agency Relationships and the Mediating Role of Institutions. Paper presented at the American Political Science Association Annual Meeting, Philadelphia, 2003.

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

JEF. 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.

JEF. 2002. Women in the Information Age. Paper presented at the American Association for the Advancement of Science annual meeting, February 15, in Boston, MA.

JEF. 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, in San Francisco, CA.

JEF. 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, in Washington, D.C.

JEF. 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.

JEF. 2001. Building the Virtual State. Paper presented at dg.o2001, the annual grantee conference, Digital Government Program, Computers, Information Systems, and Engineering Directorate, National Science Foundation, May 22, in Redondo Beach, CA.

JEF. 2001. Internet Voting and its Implications for Digital Government Research. Paper presented at dg.o2001, the annual grantee conference, Digital Government Program, Computers, Information Systems, and Engineering Directorate, National Science Foundation, May 21, in Redondo Beach, CA.

JEF. 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 Conference, August 8, in Washington, D.C.

JEF. 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, in Washington, D.C.

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

JEF. 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.

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

JEF. 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.

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

JEF. 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.

JEF. 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, in Raleigh, NC.

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

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

JEF. 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 LaFollette Institute of Public Affairs, University of Wisconsin, Madison, WI.

JEF. 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, in Dallas, TX.

JEF. 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, in Salem, MA.

JEF. 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, in Washington, D.C.

JEF. 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.

JEF. 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.

## **SELECTED OTHER PROFESSIONAL ACTIVITIES**

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

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

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

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

Organized the NSF sponsored 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

Program Committee Member, e-Social Science Conference 2007

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

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.

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

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

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

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.

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

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

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.

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 briefings.)

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.

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.

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

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

Developed first Web-based policy gateway for women and information technology. URL: [www.ksg.harvard.edu/witia](http://www.ksg.harvard.edu/witia)

“Regulating the Net,” interview, Doug Gavel, *Harvard University Gazette*, January 2000. Reprinted in *harvard.net.news*, Third Harvard International Conference on the Internet and Society, Vol. 2, No. 1, May 30, 2000.

“Gender and Technology: Still No Parity,” interview, *Update*, Kennedy School of Government, Harvard University, April 2000. Reprinted with revisions in the Radcliffe Public Policy Center Bulletin, May 2000.

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.

Television interview, “Technology and the Workplace,” WHDH-TV, Channel 5, Boston, April 25, 1997.

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

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.

## **SELECTED MEDIA MENTIONS, INTERVIEWS, RELATED ACTIVITIES**

Interview with El Pais newspaper, Madrid, Spain, February 2010.

Television and newspaper interviews in Antalya, Turkey, December 2009.

“Holub creates task force to look at UMass reorganization,” Daily Hampshire Gazette, Northampton, MA, Feb 4, 2009.

“Valley experts consider win, road ahead,” Daily Hampshire Gazette, Northampton, MA, November 6, 2008. (<http://www.gazettenet.com/2008/11/06/valley-experts-consider-win-road-ahead>)

“When your inbox is always full,” Chronicle of Higher Education, June 6, 2008.

“Interview with Jane Fountain,” 2010, broadcast on RTP2, Portugal. Available online: [mms://195.245.176.20/rtpfiles/videos/auto/2010/2010\\_1\\_25092007.wmv](mms://195.245.176.20/rtpfiles/videos/auto/2010/2010_1_25092007.wmv) (Starts at 38.50).

Panelist: “Digital Democracy and Freedom of Speech.” web conference, sponsored by Temple University and WHYY, Philadelphia, PA, October 9, 2007.

“New technology challenges Government structure” *bredbånd skaper nærhet Et magasin fra Høykom. Juni 2007* [Article about JEF’s lectures in Norway]

“Interview with Jane Fountain” Center for knowledge transfer in information technologies, Athens Georgia, November 2006. Available online: [http://videlectures.net/iswc06\\_fountain\\_ijf/](http://videlectures.net/iswc06_fountain_ijf/)

One of five experts selected to comment on “The Outlook for Digital Government” in *Public CIO Magazine*. June 2006.

Selected as one of five “visionaries” by *Government Technology, special issue, Visions: Defining the Visionary’s Role in a World of Flux*, Vol. 16, No. 12, August 2003. Interview, “Examining the Flow,” pp. 28-33.

*Key Challenges for e-Government*. Invited videospeech at the eGovernment Consultation Workshop for the 7th Framework Programme in the Information Society Technology Programme, Sponsored by the European Commission, Information Society and Media Directorate-General, Directorate ICT for Citizens and Businesses, Unit H2 (e-Government), Brussels, October 25, 2006.

## **EDITORIAL AND REVIEW ACTIVITIES**

### **EDITORIAL BOARD MEMBERSHIPS**

*International Public Management Journal*, 2007-present; *Journal of Information Technology and Politics*, Senior editorial board member, 2006-present; *International Public Management Journal*, 2005-present; *E-Service Journal*, 2000-present; *Journal of Public Affairs Education*, 1998-present; *Informatization and the Public Sector*, 1991-1995.

## **REFEREEING**

*Science and Public Policy; Journal of Policy Analysis and Management; Journal of Public Administration Research and Theory; Public Administration Review; Governance; Administration and Society; Journal of Public Affairs Education; Informatization in the Public Sector*

Peer review panelist for the National Science Foundation, various including the Social and Behavioral Sciences Directorate; the Directorate for Computing and Information Science and Engineering, Computing and Social Systems Program, Digital Government Program, Information Technology Research Program; STS Program; Directorate for Education and Human Resources, Division of Human Resource Development, Gender Equity in Science, Mathematics, Engineering and Technology.

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

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.

## **TEACHING**

PUBPADM 601: Public Management. (Core) Fall 2006, 2007, 2008

POLISCI 697J/PUBPADM 697J: Organization Theory and Design (Elective) Spring 2006, 2008, 2009

PUBPADM 610: Capstone in Public Policy (Core) Spring 2008

POLISCI 391T/691T: Technology, Power and Governance (Elective) Spring 2009

STM 199: Doctoral Field Seminar on Organizational and Institutional Analysis. (Core) Spring 1996-2003. Included students from various graduate programs at Harvard, MIT, Tufts and Brandeis.

STM118: Knowledge in Organizations. (Elective) Spring 2003.

STM 501: Strategic Human Resources Management in the Public Sector: Preparing for the Twenty-First Century. (Elective) Spring 1990-1999.

STM 101: Managing Public Organizations. (Core) Spring 1991-1994. Section head: 1992-1994.

Political and Organizational Analysis. (Core) Fall 1989.

## FIELD EXAMINATIONS

Design, administer and evaluate doctoral field examination in organizational and institutional analysis, 1996—2005.

## DOCTORAL DISSERTATION COMMITTEES AND RESEARCH FELLOWS

Toks Oduyeme, Communication, Committee Member; Casey Stevens, Political Science, Committee Member; Kemi Fuentes-George, Political Science, Committee Member; Heather Rothenberg, Mechanical Engineering, current; Sreela Sarkar, Department of Communication, University of Massachusetts Amherst, Committee Member, current; Meelis Kitsing, Department of Political Science, University of Massachusetts Amherst, Committee Member, current; Monica Pinhanez, Department of Urban Studies and Planning, Massachusetts Institute of Technology, Committee Member, graduated 2007; Ari Goelman, Department of Urban Studies and Planning, Massachusetts Institute of Technology, Committee Member, graduated 2005; Karl Rethemeyer, Kennedy School of Government, Chair, graduated 2002 (Currently Asst. Prof., Rockefeller School of Public Affairs, SUNY, Albany); Romana Vysatova, Kennedy School of Government, Chair; Alan Matthews, Kennedy School of Government, Chair

*National Center for Digital Government Doctoral and Post-doctoral Fellows, 2002-present:*  
Erdem Erkul (doctoral), 2008-2009; Bob English (masters), 2006-2007; Seok-Jin Eom (doctoral), 2006-2007; Maria Fernandez (doctoral), 2006-2007; J. Ramón Gil-García (doctoral and postdoc), 2004-2007; Michael Hamel (masters), 2006-2007; Meelis Kitsing (doctoral), 2006-2007; Sreela Sarkar (doctoral), 2006-2007; Miree Byun (faculty), 2005-2006; Xingan Ge (masters), 2005-2006; Albert J. Meijer (faculty), 2005-2006; Michelle Sagan (masters), 2005-2006; Rangamani Basetihalli (masters), 2004-2005; Jeff Boase (doctoral), 2004-2005; Amanda Coe (visiting scholar), 2004-2005; Rahul K. Dhanda (visiting scholar), 2004-2005; Steve Jackson (doctoral), 2004-2005; Jeanne Mengis (visiting scholar), 2004-2005; Ines Mergel (post-doctoral), 2004-2005; Hirokazu Okumura (visiting scholar), 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. Samaranyake (faculty), 2002-2003; Kuno Schedler (faculty), 2002-2003

## ADVISING

Masters and Undergraduate Advising: Advisor to Masters students in the Center for Public Policy and Administration, 2005-present; Advisor to undergraduate students in the department of Political Science, 2005-present; Advisor to Masters students in one- and two-year programs and doctoral students (Harvard), 1989-2005; 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**

Transparency, Management and Civil Society. Invited lecture at the International Research Symposium in Management and Public Sector – XXI Century, July 30, 2009, at the College of Complutense, Harvard University, Cambridge, MA.

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.

Challenges to Change in Government: Technology-based Cross-agency Innovations in the U.S. Invited lectures at the International Research Symposium in Management and Public Sector – XXI Century, August 1, 2007 and August 2008, at the College of Complutense, Harvard University, Cambridge, MA.

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

Tias Business School. Strategic Uses of Information Technology in Government Organizations. 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.

Bureau of Engraving and Printing, U.S. Department of the Treasury, designed and taught a day-long workshop on strategic human resource management for Bureau executives and managers, January 1993.

Lectures, presentations, and case teaching at the Kennedy School for a variety of 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-present.

## **SERVICE AND ADMINISTRATION**

### **UNIVERSITY COMMITTEE MEMBERSHIP**

#### **University of Massachusetts Amherst**

Chair, Computational Social Science faculty cluster search, Political Science Dept, 2010; Personnel Committee, 2009-10; Chair, Reorganization Task Force, UMass Amherst, 2009; Research Committee, Center for Public Policy, 2008-09; College of Social and Behavioral Sciences Research Advisory Committee, 2006-2007; Personnel Committee, Political Science Department, 2007-2008; Faculty Search Committee, Political Science Department, 2007-2008 (responsible for hiring nine new faculty); Invited Review Committee member, Distinguished Faculty Lecture Series 2007-2008, Office of the Provost, UMass Amherst, spring 2007; Information Technology Taskforce, University of Massachusetts Amherst, 2005-present

#### **Kennedy School of Government, Harvard University**

Ph.D. Committee, Harvard University, 2000-2005; Strategic Technology Advisory Committee, Harvard University, 2002-03; Junior Public Management Search Committee, Harvard University, 2001-2002; Standing Committee on Higher Degrees in Public Policy, Faculty of Arts and Sciences, Harvard University, 2000-2001; Radcliffe Advisory Committee, Harvard University, 2000-01; Advisory Board and Steering Committee Member, Women and Public Policy Program, Harvard University, 1998-2001; Information Technology Governance Committee, Harvard University, 1997-98; Disciplinary Review Board, KSG, Harvard University, 1996-2001; Chair, Admissions Committee, two-year programs, Harvard University, 1993-95; Vice Chair, Admissions Committee, two-year programs, Harvard University, 1991-93; Junior Faculty Search Committee, Education and Governance, Harvard University, 1992; Building Committee (during construction of Taubman Building), Harvard University, 1991; Admissions Committee, one-year program, Harvard University, 1989-91

### **ADMINISTRATIVE ACTIVITIES AND RESEARCH AFFILIATIONS**

Director, Science, Technology, and Society Initiative, College of Social and Behavioral Sciences, University of Massachusetts Amherst 2005-present; Director, National Center for Digital Government, University of Massachusetts Amherst, 2005-present; Interim Director, Center for Public Policy and Administration, University of Massachusetts Amherst, 2006-2007; Director, National Center for Digital Government, Kennedy School of Government, Harvard University, 2002-2005; Faculty co-chair, Information Technology Policy Faculty Group, 2002-05; Interfaculty Group on Complexity and Social Networks, 2001-05; Faculty Affiliate: Taubman Center for State and Local Government, Belfer Center for Science and International Affairs, Center for Business and Government, Women and Public Policy Program; Interfaculty Group on the Future of Work, 2000-01; Interfaculty Group on Diversity in the Sciences, 2000-01; Initiated and designed a proposed new policy area of concentration in Information Technology Policy, 1998 (with J. Camp and D. Hurley)

## **PROFESSIONAL MEMBERSHIPS AND SERVICE**

### **MEMBERSHIPS**

American Political Science Association  
Association for Public Policy Analysis and Management  
Digital Government Society

Association for Computing Machinery  
Academy of Management  
American Association for the Advancement of Science

### **SERVICE TO THE PROFESSION**

Global Agenda Council on the Future of Governments, World Economic Forum, 2008-10; Affiliated Expert (invited), Information Technology and Innovation Foundation, Washington, DC, 2007-present; Commonwealth Alliance for Information Technology Education, management committee, 2007-present; Appointed Member, Volcker Junior Scholar Awards Committee, American Political Science Association, 2007; Appointed Member, Status & Future of Federal e-Rulemaking, committee organized by the American Bar Association, 2007-present; National Advisory Group, Multi-Dimensional Electronic Collaboration for Time-Critical Mobile Emergency Response, NSF Award #0535273, 2007-2009; Political Advisory Board member, Meetup.com, 2004-present; Elected Council Member, Section 18: Information Technology and Politics, American Political Science Association, 2003-2005; Appointed Member, Committee on Organized Sections, American Political Science Association, January 1, 2000 – December 31, 2002; Member, Committee on Information Technology, International Cooperation, and Global Security, Social Science Research Council. 2000-2002; Executive Committee Member, *Internet Voting: Issues and Research Agenda*, study requested by the White House, sponsored by the National Science Foundation. 2000-2001; Advisory Board Member, MassConnect, Department of Economic Development, Commonwealth of Massachusetts. Interagency web portal to leverage economic development. 2001-2002; Advisory Board, Michigan Civics Institute. 2000-2001; Appointed Member at large, Executive Committee, Section 12: Public Administration, American Political Science Association, 1996-1999; Member, Advisory Committee, Fourth National Public Management Research Conference, 1997; Member, Best Paper Award Committee, Public and Nonprofit Management Division, Academy of Management, 1995; Research Advisory Board Member, Internet Policy Institute, Washington, D.C. 1999-2002.