

## Kevin C. Desouza

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Kevin C. Desouza is a Foundation Professor at Arizona State University. He served as the inaugural Associate Dean for Research for the College of Public Service & Community Solutions from 2012-2016. He is a Nonresident Senior Fellow in the Governance Studies Program at the Brookings Institution. Immediately prior to joining ASU, he directed the Metropolitan Institute in the College of Architecture and Urban Studies and served as an associate professor at the School of Public and International Affairs at Virginia Tech. From 2005-2011, he was on the faculty of the University of Washington (UW) Information School and held adjunct appointments in the UW's College of Engineering and at the Daniel J. Evans School of Public Policy and Governance. At UW, he co-founded and directed the Institute for Innovation in Information Management (I3M); founded the Institute for National Security Education and Research, an inter-disciplinary, university-wide initiative in August 2006, and served as its director until February 2008; and was an affiliate faculty member of the Center for American Politics and Public Policy. He holds a visiting professorship at the University of Ljubljana. He has held visiting positions at the Center for International Studies at the London School of Economics and Political Science, the University of the Witwatersrand in South Africa, and the Accenture Institute for High Business Performance in Cambridge, Massachusetts (USA). Desouza has authored, co-authored, and/or edited nine books, the most recent being *Intrapreneurship: Managing Ideas within Your Organization* (University of Toronto Press, 2011). He has published more than 150 articles in journals across a range of disciplines including information systems, information science, public administration, political science, technology management, and urban affairs. His work has also been featured by a number of outlets such as *Sloan Management Review*, *Stanford Social Innovation Research*, *Harvard Business Review*, *Forbes*, *Businessweek*, *Wired*, *Governing*, *Slate.com*, *Wall Street Journal*, *USA Today*, *NPR*, *PBS*, and *Computerworld*, among others. Most recently he curated the *Ideas to Retire* series for the Brookings Institution that examines practices that are stifling technological innovation in the public sector. Desouza has advised, briefed, and/or consulted for major international corporations, non-governmental organizations, and public agencies on strategic management issues ranging from management of information systems, to knowledge management, innovation programs, crisis management, and leadership development. Desouza has received over \$1.8 million in research funding from both private and government organizations. For more information, please visit: <http://www.kevindesouza.net>.

**ACADEMIC AND RESEARCH POSITIONS**

- 08/15 – ... **ASU Foundation Professor**, School of Public Affairs
- 10/13 – ... **Senior Research Fellow**, Center for Organization Research and Design
- 11/14 – ... **Affiliated Faculty**, Center for the Future of War
- 03/15 – ... **Affiliated Faculty**, Center for Science, Technology & Environmental Policy Studies
- 07/15 – ... **Affiliated Faculty**, School for the Future of Innovation in Society
- 08/14 – 08/15 **Professor**, School of Public Affairs
- 08/12 – 08/14 **Associate Professor**, School of Public Affairs
- 07/15 – 07/16 **Senior Research Fellow and Special Advisor to the Executive Director**, Decision Theater, Office of Knowledge Enterprise Development
- 08/12 – 04/14 **Faculty Affiliate**, Center for Policy Informatics  
Arizona State University, USA
- 10/14 – ... **Nonresident Senior Fellow**, Governance Studies Program  
Brookings Institution
- 08/11 – 08/12 **Associate Professor**, Center for Public Administration and Policy  
School of Public and International Affairs, College of Architecture and Urban Studies  
Virginia Tech, USA
- 09/10 – 08/11 **Associate Professor**, The Information School  
Adjunct appointments in:  
Daniel J. Evans School of Public Policy and Governance (09/09 – 08/11)  
Electrical Engineering, College of Engineering (10/06 – 08/11)
- 12/05 – 08/11 **Affiliated Faculty**, Center for American Politics and Public Policy
- 12/05 – 09/10 **Assistant Professor**, The Information School  
University of Washington, USA

**LEADERSHIP AND ADMINISTRATIVE POSITIONS**

- 08/12 – 05/16 **Associate Dean for Research**, College of Public Service & Community Solutions, Arizona State University
- 03/13 – 06/15 **Interim Director**, Decision Theater, Office of Knowledge Enterprise Development, Arizona State University
- 08/11 – 08/12 **Director**, Metropolitan Institute, Virginia Tech
- 03/07 – 08/11 **Director**, Institute for Innovation in Information Management, University of Washington
- 08/06 – 02/08 **Founding Director**, Institute for National Security Education and Research, University of Washington
- 12/05 – 03/07 **Founding Faculty Member**, Institute for Innovation in Information Management, University of Washington

**VISITING APPOINTMENTS**

University of Ljubljana, Slovenia (06/09 – Present), University of the Witwatersrand (07/09 – 10/09; 07/08 – 10/08), Groupe Sup de Co Montpellier (GSCM) Business School (05/08), London School of Economics and Political Science (01/08 – 05/08)

**EDUCATION**

- 2006 **PhD**, Liataud Graduate School of Business [Field: Management of Information Systems], University of Illinois at Chicago
- 2001 **MBA**, Stuart Graduate School of Business [Concentration: Information Management], Illinois Institute of Technology
- 2000 **B.Sc.**, College of Business Administration [Majors: Accounting; Information & Decision Sciences], University of Illinois at Chicago

## REPRESENTATIVE PUBLICATIONS

### Books

1. *Intrapreneurship: Managing Ideas within Your Organization*, Toronto: University of Toronto Press, 2011.
  - a. Translated into Korean by *Institute of Global Management* in 2014.
2. *Agile Information Systems: Conceptualization, Construction, and Management*, Boston, MA: Butterworth-Heinemann, 2006.
3. *New Frontiers of Knowledge Management*, Hampshire, United Kingdom: Palgrave Macmillan, 2005.
4. *Managing Information in Complex Organizations: Semiotics and Signals, Complexity and Chaos*, Armonk, NY: M.E. Sharpe, Inc., 2005 (w/ Hensgen, T.).

### Articles in Refereed Academic Journals

1. Dawson, G.S., Denford, J.S., Williams, C.K., Preston, D., and Desouza, K.C. "An Examination of Effective IT Governance in the Public Sector Using the Legal View of Agency Theory," *Journal of Management Information Systems*, Forthcoming.
2. Dawson, G.S., Denford, J.S., and Desouza, K.C. "Governing Innovation in U.S. State Government: An Ecosystem Perspective," *Journal of Strategic Information Systems*, 25 (4), 2016, 299-318.
3. Krishnamurthy, R., Mishra, R., Desouza, K.C. "Pune, India," *Cities*, 53 (April), 2016, 98-109.
4. Krishnamurthy, R., and Desouza, K.C. "Chennai, India," *Cities*, 42 (February), 2015, 118-129.
5. Lysenko, V.V., and Desouza, K.C. "Authorities' ICTs-Related Counter-Revolutionary Tactics in Belarus in 2001-2010: Lessons Learned," *Europe-Asia Studies*, 67 (4), 2015, 624-651.
6. Desouza, K.C., and Bhagwatwar, A.\* "Technology-Enabled Participatory Platforms for Civic Engagement: The Case of US Cities," *Journal of Urban Technology*, 21 (4), 2014, 25-50.
7. Lau, K.A., and Desouza, K.C. "Intelligence and Nuclear Non-Proliferation Programs: The Achilles Heel," *Intelligence and National Security*, 29 (3), 2014, 387-431.
8. Lysenko, V.V., and Desouza, K.C. "Charting the co-Evolution of Cyberprotest and Counteraction: The Case of Former Soviet Union States from 1997-2011," *Convergence*, 20 (2), 2014, 176-200.
9. Mergel, I., and Desouza, K.C. "Implementing Open Innovation in the Public Sector: The Case of Challenge.Gov," *Public Administration Review*, 73 (6), 2013, 882-890.
10. Desouza, K.C., and Flanery, T.\* "Designing, Planning, and Managing Resilient Cities: A Conceptual Framework," *Cities*, 35 (December), 2013, 89-99.
11. Desouza, K.C., and Bhagwatwar, A.\* "Citizen Apps to Solve Complex Urban Problems," *Journal of Urban Technology*, 19 (3), 2012, 107-136.
12. Desouza, K.C., and Bhagwatwar, A.\* "Leveraging Technologies in Public Agencies: The Case of the US Census Bureau and the 2010 Census," *Public Administration Review*, 72(4), 2012, 605-614.
13. Trkman, P., and Desouza, K.C. "Knowledge Risks in Organizational Networks: An Exploratory Framework," *Journal of Strategic Information Systems*, 21 (1), 2012, 1-17.
14. Lysenko, V.V., and Desouza, K.C. "Moldova's Internet Revolution: Analyzing the Role of Technologies in Various Phases of the Confrontation," *Technology Forecasting and Social Change*, 79 (2), 2012, 341-361.
15. Desouza, K.C. "Securing Intellectual Assets: Integrating the Knowledge and Innovation Dimensions," *International Journal of Technology Management*, 54(2/3), 2011, 167-203.

### Articles in Trade Journals and Magazines

1. "Predictive Analytics: Nudging, Shoving, and Smacking Behaviors in Higher Education," *EDUCASE Review*, September/October, 2016, 10-20 (w/ Smith, K.L.).
2. "Model Citizens," *Planning*, 81 (9), 2015, 26-29 (w/ Smith, K.L.).
3. "Citizen Disengagement: The Minority Opinion," *PM Magazine*, 97 (2), 2014, 12-16.
4. "The Perils of Petascale IT Projects," *Federal Computer Week*, 28 (14), 2014, 18-21 (w/ Smith, K.L.\*).
5. "Citizen Intelligence and Online Civic Platforms," *Planning*, December, 2014, 24-27 (w/ Smith, K.L.\*).
6. "Big Data for Social Innovation," *Stanford Social Innovation Review*, 12 (3), 2014, 38-43 (w/ Smith, K.L.\*) (\*\*Ranked 5<sup>th</sup> in the 2014 list of Top Most Popular Articles Published\*\*).
7. "Designing and Planning for Smart(er) Cities," *Practicing Planner*, 10 (4), 2012, 12 pages.
8. "Lost in the Big Picture" *Across the Board*, 41 (1), 2004, 9-10 (w/ Hensgen, T. and Awazu, Y.).

9. "Local Sustainability Planning: Harnessing the Power of Information Technologies," *PM Magazine*, 94 (5), 2012 (w/ Schilling, J.).
10. "Protect Your Assets- Or Pay the Price," *Better Business*, 153, 2008, 17-19.

#### Refereed Articles in Conference Proceedings

1. Denford, J.S., Dawson, G.S., and Desouza, K.C. "Exploring IT-Enabled Public Sector Innovation in U.S. States," In *Proceeding of the Fiftieth Annual Hawaii International Conference on System Sciences (HICSS-50)*, Kona, HI (January 4-7, 2017).
2. Alashri, S., Kandala, S.S., Bajaj, V., Ravi, R., Smith, K.L. and Desouza, K.C. "An Analysis of Sentiments on Facebook during the 2016 U.S. Presidential Election," In *Proceedings of the 2016 IEEE/ACM International Conference on Advances in Social Networks Analysis and Mining*, San Francisco, CA (August 18-21, 2016).
3. Denford, J.S., Dawson, G.S., and Desouza, K.C. "An Argument for Centralization of IT Governance in the Public Sector," In *Proceeding of the Forty-Eight Annual Hawaii International Conference on System Sciences (HICSS-48)*, Kauai, HI (January 5-8, 2015), 4493-4501.
4. Desouza, K.C. "'Big' Data + 'Open' Data + 'Mobile' Data: Urban Informatics," In *Proceedings of the Workshops on Big Data and Urban Informatics*, Chicago, Illinois (August 11-12, 2014).
5. Fedorschak, K., Kandala, S., Desouza, K.C., and Krishnamurthy, R. "Data Analytics and Human Trafficking," In M.C. Tremblay et al. (Eds.), *Advancing the Impact of Design Science: Moving from Theory to Practice: Proceedings of the Ninth International Conference on Design Science Research in Information Systems and Technology*, Miami, FL, *DESRIST 2014 Proceedings*, Lecture Notes in Computer Science (LNCS) 8463, 2014, 69–84. [Herbert A. Simon Best Paper Award]
6. Bhagwatwar, A., and Desouza, K.C. "Community Intelligence Platforms: The Case of Open Government," In *Proceedings of the Eighteenth Americas Conference on Information Systems*, Seattle, WA (August 9-12, 2012).
7. Purao, S., and Desouza, K.C. "Looking for Clues to Failures in Large-Scale, Public Sector Projects: A Case Study," In *Proceedings of the Forty-Forth Hawaii International Conference on System Sciences (HICSS-44)*, Los Alamos, CA: IEEE Press, Kauai, HI, (January 4-7, 2011).
8. Lin, Y.A, and Desouza, K.C. "Co-Evolution of Organizational Network and Individual Behavior: An Agent-Based Model of Interpersonal Knowledge Transfer," In *Proceedings of the Thirty First International Conference on Information Systems*, St. Louis, Missouri (December 12-15, 2010).  
[http://aisel.aisnet.org/icis2010\\_submissions/153/](http://aisel.aisnet.org/icis2010_submissions/153/)
9. Purao, S., and Desouza, K.C. "An Enterprise-wide Intervention at IRS: A Longitudinal Analysis of Stakeholder Sentiments," In E. Poper, M. Lankhorst, M. Schönherr, J. Barjis, S. Overbeek (Editors), *Trends in Enterprise Architecture Research: 5th International Workshop, TEAR 2010, Delft, The Netherlands, November 2010 Proceedings*, Lecture Notes in Business Information Processing (LNBIP) 70, Berlin, Germany: Springer-Verlag, 2010, 30-43.
10. Purao, S., and Desouza, K.C. "Large IT Projects as Interventions in Digital Ecosystems," In *Proceedings of the International Conference on Management of Emergent Digital EcoSystems (MEDES '10)*, New York, NY: ACM Press, 2010, 9-16.

#### Contributions to Scholarly and Practitioner Blogs

- Brookings Institution TechTank Blog- <https://www.brookings.edu/experts/kevin-c-desouza/>
- Governing - <http://www.governing.com/authors/Kevin-C-Desouza.html>
- "Can Self-Driving Cars Share the Road with Old-School Vehicles?" *Slate.com*, June 21, 2016, [http://www.slate.com/articles/technology/future\\_tense/2016/06/can\\_self\\_driving\\_cars\\_share\\_the\\_road\\_with\\_old\\_school\\_vehicles.html](http://www.slate.com/articles/technology/future_tense/2016/06/can_self_driving_cars_share_the_road_with_old_school_vehicles.html)
- "Local and State Policymakers should be Prepared to Deal with Emerging Technologies," *AZ Capitol Times*, July 20, 2015, <http://azcapitoltimes.com/news/2015/07/20/local-and-state-policymakers-should-be-prepared-to-deal-with-emerging-technologies/>
- "Autonomous Vehicles Will Cost Local Governments Big Bucks," *Slate.com*, June 16, 2015, [http://www.slate.com/blogs/future\\_tense/2015/06/16/autonomous\\_vehicles\\_will\\_cost\\_local\\_governments\\_big\\_bucks.html](http://www.slate.com/blogs/future_tense/2015/06/16/autonomous_vehicles_will_cost_local_governments_big_bucks.html)

- “The 'Rock Star' Government CIO, Redefined,” (w/ Dawson, G.S. and Denford, J.S.) *InformationWeek*, September 23, 2014, <http://www.informationweek.com/government/leadership/the-rock-star-government-cio-redefined/a/d-id/1315936?>
- “Building a Capacity for Intrapreneurship,” (w/ Smith, K.L.) *Government Technology*, June 11, 2104, <http://www.govtech.com/local/Building-a-Capacity-for-Intrapreneurship-Contributed.html>
- “Government IT: 5 Ways to Measure Value,” *InformationWeek*, February 24, 2014, <http://www.informationweek.com/government/leadership/government-it-5-ways-to-measure-value/d/d-id/1113943>.
- “8 Ways to Democratize Experimentation,” (w/ Wilson, H.J.) *Harvard Business School Press Research Blogs*, April 18, 2011, <http://blogs.hbr.org/research/2011/04/8-ways-to-democratize-experime.html>
- “Finally, A Majority of Executives Embrace Experimentation,” (w/ Wilson, H.J.) *Harvard Business School Press Research Blogs*, December 27, 2010, <http://blogs.hbr.org/research/2010/12/while-he-was-at-amazon.html>
- “The Zombie Workplace Survival Guide,” (w/ Wilson, H.J.) *Harvard Business School Press Research Blogs*, October 12, 2010, <http://blogs.hbr.org/research/2010/10/the-zombie-workplace-survival.html>

### Technical Reports

1. Desouza K.C., and Smith, K.L. “Big Data and Planning,” *Planning Advisory Services (PAS 585)*, American Planning Association, Chicago, IL, 2016, 104 pages.
2. Desouza, K.C. “Creating a Balanced Portfolio of Information Technology Metrics,” *Report*, IBM Center for the Business of Government, Washington D.C., August, 2015, 42 pages.
3. Desouza, K.C., Swindell, D., Smith, K.L., Sutherland, A., Fedorschak, K., and Coronel, C. “Local Government 2035: Strategic Trends and Implications of New Technologies,” *Issues in Technology Innovation*, Number: 27, Brookings Institution, May, 2015, 27 pages.
4. Desouza, K.C., and Simons, P. “Mobile App Development in Highly Regulated Industries: Risks, Rewards and Recipes,” *Report*, Society for Information Management - Advanced Practices Council, Mount Laurel, NJ, May, 2014, 46 pages.
5. Desouza, K.C., Swindell, D., Koppell, J.G.S., and Smith, K.L.\* “Funding Smart Technologies: Tools for Analyzing Strategic Options,” *Report*, Smart Cities Council, Washington D.C., April, 2014, 104 pages.
6. Desouza, K.C. “Realizing the Promise of Big Data: The Challenge of Implementing Big Data Projects,” *Report*, IBM Center for the Business of Government, Washington D.C., February, 2014, 42 pages.
7. Desouza, K.C. “Challenge.gov: Using Competitions and Awards to Spur Innovation,” *Report*, IBM Center for the Business of Government, Washington D.C., September, 2012, 53 pages.
8. Power, M.J., Bonifazi, C., and Desouza, K.C. “The Ten Mortal Sins of Outsourcing,” *Technical Paper/White Paper*, R.O.S. Inc – The Return On OutSourcing Company, 2003

### RECENT INTERVIEWS/CITATIONS IN NEWS MEDIA AND PRACTITIONER MAGAZINES

1. Twentyman, J. “Risks of State IT Projects should be Split with Providers,” *Financial Times*, October 5, 2016, <https://www.ft.com/content/43afa3c8-33d5-11e6-bda0-04585c31b153>
2. Brodie, M. “In World of 'Smart Cities,' Arizona Needs to Catch Up,” *KJZZ 91.5 Phoenix*, August 15, 2016, <http://kjzz.org/content/350847/world-smart-cities-arizona-needs-catch>
3. Harris, P. “Self-Driving Cars and Tesla Accident,” *550 KTRS St. Louis*, July 5, 2016, <http://paulharrisonline.blogspot.com/2016/07/ktrs-tuesday.html>
4. Marshall, A. “Columbus Just Won \$50 Million to Become the City of the Future,” *Wired*, June 23, 2016, <https://www.wired.com/2016/06/columbus-wins-50-million-become-city-future/>
5. Temin, T. “Outmoded Thinking = Outmoded Technology,” *Federal News Radio*, March 18, 2016, <http://federalnewsradio.com/federal-drive/2016/03/kevin-desouza-outmoded-thinking-outmoded-technology/>
6. Preston, B. “Autonomy’s Roadkill,” *Car and Driver*, March, 2016, 24-26.
7. Gilger, L. “Arizona Small Businesses Could Use Crowdfunding to Attract Investors Nationwide,” *NPR (KJZZ 91.5)*, February 23, 2016, <http://kjzz.org/content/269219/arizona-small-businesses-could-use-crowdfunding-attract-investors-nationwide>

8. Murray, J. "Experts: Self-Driving Cars Just Might Untangle Denver's Traffic," *The Denver Post*, February 14, 2016, [http://www.denverpost.com/marijuana/ci\\_29515273/experts-self-driving-cars-just-might-untangle-denvers](http://www.denverpost.com/marijuana/ci_29515273/experts-self-driving-cars-just-might-untangle-denvers)
9. Preston, B. "Detroit Confronts Self-Driving Cars: Can America's Auto Show Survive the Future?" *The Guardian*, January 11, 2016, <http://www.theguardian.com/business/2016/jan/11/detroit-north-american-auto-show-self-driving-cars>
10. Newcombe, T. "Learning to Share: How Cities Are Benefiting from the Sharing Economy," *Government Technology*, December 14, 2015, <http://www.govtech.com/Learning-to-Share-How-Cities-Are-Benefiting-from-the-Sharing-Economy.html>
11. Dovey, R. "Will City Regulators Treat Driverless Cars Like They've Treated Uber?" *Next City*, October 28, 2015 <https://nextcity.org/daily/entry/city-regulators-driverless-cars-laws-ride-share>
12. Koma, A. "Hawaii Moves Ahead with Audit of State IT Spending," *StateScoop.com*, October 21, 2015 <http://statescoop.com/hawaii-moves-ahead-audit-state-spending/>
13. Koma, A. "Michigan Sues HP Over \$49M IT Revamp Project," *StateScoop.com*, September 25, 2015 <http://statescoop.com/michigan-sues-hp-49-mil-revamp-project/>
14. Wood, C. "Michigan Sues HP Over \$49 Million IT Modernization Project," *GovTech.com*, September 22, 2015 <http://www.govtech.com/computing/Michigan-Sues-HP-Over-49-Million-IT-Modernization-Project.html>
15. Temin, T. "Monitor your Agency like you Monitor your Technology," *Federal News Radio*, August 24, 2015, <http://federalnewsradio.com/federal-drive/2015/08/kevin-desouza-monitor-your-agency-like-you-monitor-your-technology/>
16. Rose, J. "Gun Crime Data, Big Families Sick More, Disruptive Technology," *BYU Radio: Top of Mind with Julia Rose*, August 11, 2015, <http://www.byuradio.org/episode/d4bdb9be-8fa0-44b9-a4d0-61b9fa656d41/top-of-mind-with-julie-rose-gun-crime-data-big-families-sick-more-disruptive-technology>
17. "Arizona Technology and Innovation: The Unintended Consequences of Technology," *Arizona Public Broadcasting Service, Ted Simons – Arizona Horizons*, July 29, 2015 <http://www.azpbs.org/horizon/play.php?vidId=7903>
18. "Self-Driving Cars Will Reduce Revenue Cities Receive by Preventing Tickets, Parking Violations, and Car Crashes," *Gazette Review*, July 19, 2015, <http://gazetterevue.com/2015/07/self-driving-cars-will-reduce-revenue-cities-receive-preventing-tickets-parking-violations-car-crashes/>
19. Newcomb, D. "Self-Driving Cars Will Eliminate Tickets, But Kill a Cash Cow," *PC Magazine*, July 17, 2015, <http://www.pcmag.com/article2/0,2817,2487841,00.asp>
20. Gorzelany, J. "Why Self-Driving Cars Will Raise Your Taxes," *Forbes*, July 15, 2015, <http://www.forbes.com/sites/jimgorzelany/2015/07/15/why-self-driving-cars-will-raise-your-taxes/>
21. Davies, A. "Self-Driving Cars May End the Fines that Fill City Cooffers," *Wired*, July 14, 2015, <http://www.wired.com/2015/07/self-driving-cars-may-end-fines-fill-city-cooffers/>
22. Singer, P. "Here's the Defining National Security Question of Our Time," *Defense One*, July 7, 2015, <http://www.defenseone.com/ideas/2015/07/heresdefiningnationalsecurityquestionourtime/117139/>
23. Giblin, P. "Self-Driving Cars Will Cost Cities, Futurists Say," *USA Today*, July 3, 2015, <http://www.usatoday.com/story/tech/2015/07/02/self-driving-cars-will-cost-cities-futurists-say/29645333/>
24. Chan, M. "SIM Hack" *RT America*, February 20, 2015, Available Online at <http://rt.com/bulletin-board/234279-rtamerica-news-february20/>

## REPRESENTATIVE PROFESSIONAL PRESENTATIONS

### Keynote/Plenary Addresses

1. "On the Nuances of Algorithms in the Public Sphere: Implications for Designing Cognitive Computing Systems," Workshop on Artificial Intelligence, Cognitive Computing and Autonomous Applications, (December, 2016).
2. "Beyond Modeling and Visualization: Towards Policy Design and Implementation," Data to Decisions Visualization Workshop, University of Alaska – NSF EPSCOR, Fairbanks, Alaska (November, 2015).
3. "Intrapreneurship: Managing Ideas within the Public Sector," Innovación Pública: Mucho Ruido ¿Y Las Nueces?, Centro de Sistemas Públicos, Universidad de Chile, Chile (October, 2014).

4. "Ideas, Knowledge Management, and Innovation Walk into a Bar: An Incomplete Theory of Intrapreneurship," 3<sup>rd</sup> International Conference on Management and Organization: Knowledge Management and Organizational Learning, Slovenian Academy of Management, Brdo pri Kranju, Slovenia (June, 2014).
5. "Emerging Technologies and the Future of Governance," Western Intergovernmental Audit Forum, Tempe, Arizona (September, 2013).
6. "Ten Rules of Leveraging Ideas for Innovation," Slovenska visokotehnološka MSP na prepihu inovativne in razvojno tehnološke prebojnosti: Slovenija x.0? - Center of Excellence for Biosensors, Instrumentation and Process Control (COBIK) - University of Ljubljana, Ljubljana, Slovenia (November, 2010).
7. "The Value-Creation Imperative for the Information System Academy: Lessons from Three Radical (Risky) Projects," 1<sup>st</sup> International Conference on Information Society and Information Technologies, Novo mesto, Slovenia (October, 2009).
8. "The Future of Strategic Sourcing: The Innovation Agenda," Conference of the Harvard Business Review Polska and the Outsourcing Institute, Warsaw, Poland (November, 2008).
9. "Information Challenges in the Intelligence Community: Managing Disconnects and Fragmentation," Luncheon Keynote Address, Intelligence and Global Security: Educating the Next Generation of Leaders, Pilot Center for Academic Excellence in Intelligence Studies Academic Colloquium, Tennessee State University, Nashville, Tennessee (September, 2007).
10. "Agile and Resilient Hierarchies for Defense Departments: Lofty Ideal or an Actionable Proposal," 2006 Command and Control Research and Technology Symposium, Sponsored by the Office of the Assistant Secretary of Defense Networks and Information Integration (OASD-NII), San Diego, California (June, 2006).

#### Research Conferences and Workshops

1. "Panel: Information Technology and Work in 21st Century: What should Public Administrators know?" 2016 Network of Schools of Public Policy, Affairs, and Administration (NASPAA) Conference, Columbus, Ohio (October, 2016).
2. "Panel: Urban Innovations Research," 2016 Network of Schools of Public Policy, Affairs, and Administration (NASPAA) Conference, Columbus, Ohio (October, 2016).
3. "Frugal Technology Innovation to Design Smarter Cities," 2016 European Group of Public Administration Annual Conference, Utrecht, Netherlands (August, 2016).
4. "Panel: The Implications of Big Data for Public Affairs Programs," 2015 Network of Schools of Public Policy, Affairs, and Administration (NASPAA) Conference, New York, New York (October, 2015).
5. "Panel: AIS Grand Vision for ICT-enabled Bright Society," International Conference on Information Systems, Auckland, New Zealand (December, 2014).
6. "How Social Media Technologies are Enabling the Design of Participatory Platforms for Citizen Engagement," 7<sup>th</sup> Annual Conference of the American Society for Public Administration - Governance and Sustainability: Local Concerns, Global Challenges, New Orleans, Louisiana (March, 2013).
7. "Working on Mars while Living on Earth," 22<sup>nd</sup> Workshop on Information Technology and Systems (WITS), Orlando, Florida (December, 2012).
8. "Citizen Engagement & Technology Deployment in Disasters: Mitigation, Preparedness, Response, and Recovery," Third Conference on Community Resiliency: Technology, Policy and Resiliency-Moving Resiliency from Concept to Reality, Davos, Switzerland (August, 2012).
9. "Challenge.gov: Present and Future," NSF Workshop on Participatory Platforms with a Public Intent, Washington, D.C. (May, 2012).
10. "Citizen Apps and Urban Governance: Understanding the Landscape of Apps and their Impacts," IGU Commission on Geography of Governance Annual Conference 2012, Lisbon, Portugal (April, 2012).

#### Invited Talks – Universities

- **2016** – University of Ljubljana, Center for Science Policy & Outcomes – Arizona State University; University of Washington, IÉSEG School of Management (France), Florida International University, Victoria University of Wellington (New Zealand)

- **2015** – University of Florida, Deakin University (Australia), University of Wollongong (Australia), Hochschule Ruhr West: University of Applied Sciences (Germany), Arizona State University - Center for Science Policy & Outcomes
- **2014** - Norwegian University of Science and Technology (Norway), BI Norwegian Business School (Norway), Faculty of Information Studies (Slovenia), Fakultät für Informatik, Technische Universität München (Germany)
- **2013** – Ohio State University, Faculty of Information Studies (Slovenia)
- **2012** - Indian Institute of Technology – Kanpur (India), Faculty of Information Studies (Slovenia), University of Minho (Portugal), University of Toronto (Canada), Arizona State University

#### Invited Talks – Private, Public, Non-Profit, Non-Governmental Organizations, Associations

- **2016** – BIG Ideas Forum – Alliance for Innovation, Technology Forum - Ottawa County
- **2015** - Flinn-Brown Leadership Academy - Arizona Center for Civic Leadership, Society of Government Economists, National Association of State Chief Information Officers
- **2014** - Independent Sector National Conference, Sixth Annual Premier CIO Forum, USAID Frontiers in Development Conference, SINTEF (Norway), Society for Information Management - Advanced Practices Council
- **2013** - General Services Administration, Society for Information Management
- **2012**- National Association for State Chief Information Officers (NASCIO)
- **2011** - Hidden Champions in CEE and Dynamically Changing Environments International Conference (Austria), Parsons Brinckerhoff, Talent Management Strategies: A Series for Human Resource Executives, Delta Faucet Company

#### TEACHING

School of Public Affairs, College of Public Programs, Arizona State University

- Public Entrepreneurship (PAF 525) (Graduate) (Spring 2014, Spring 2015, Spring 2017)
- Leadership and Change (PAF 311) (Undergraduate) (Spring 2013, Fall 2013, Fall 2015, Fall 2016, Spring 2017)
- Senior Capstone Project (Undergraduate) (Fall 2016)

#### Dissertation Committees

- Saud Al-Ashri (Committee Member) (Arizona State University), 2016 - Present
- Rashmi Krishnamurthy (Committee Member) (Arizona State University), 2014 – 2016; Dissertation: *Use of Social Media for Internal and External Collaboration: Evidence from US Local Governments*
- Kendra L. Smith (Committee Member) (Arizona State University), 2013-2015; Dissertation: *University-Community Partnerships: A Stakeholder Analysis*
- Yuan Lin (Committee Member) (University of Washington), 2008 – 2014; Dissertation: *Dynamics in Organizational Problem Solving and the Leveraging of Social Capital: An Agent-Based Modeling Perspective*
- Henri Pirkkalainen (Opponent) (University of Jyväskylä, Finland), 2014; Dissertation: *Globally Distributed Knowledge Sharing in Social Software Environments: Barriers and Interventions*
- Carlos Marques Silva (Committee Member) (University of Ljubljana, Slovenia), 2011 – 2013; Dissertation: *Business Models: Theoretical Foundation and Application in E-Business Companies*
- Yukika Awazu (Committee Member) (Bentley University, USA), 2006 – 2013; Dissertation: *Practicing Technology Implementation: The Case of an Enterprise System*
- Volodymyr V. Lysenko (co-Chair) (University of Washington), 2007 – 2011; Dissertation: *Political Cyberprotest as an Information System in (Semi)Authoritarian Societies: Development of a Theoretical Framework*
- Peter Baloh (Chair) (University of Ljubljana, Slovenia), 2006 – 2009; Dissertation: *Towards Knowledge Needs-Technology Fit Model for Knowledge Management Systems*; Winner of the 2009 International Trimo Research Award for Doctoral Dissertation



### **Professional Communities**

- Advisory Group, Preparing Tomorrow's Public Service, The Volker Alliance, (2016 – Present)
- Board of Directors, Alliance for Innovation (2012-Present)
  - Executive Committee (2016-Present)
  - Strategic Planning Committee (2015-2016)
- Performance Management Advisory Committee, International City/County Management Association (ICMA) (2016-Present)
- Judge, Phoenix Smart City App Hack (PSCAH) (2015)
- Board of Advisors, iHear Network (2011-2015)
- Community Advisory Committee, Innovation Exhibit, Inventing Awesomeness, Wing Luke Asian Museum (2010).
- Chief Community Organizer (CCO), Global Text Project (2009-2012).
- Board of Advisors, John Paul II Newman Center, University of Illinois at Chicago (2002-2004).

### **Recent Consulting Engagements**

- IÉSEG School of Management (2017), Deakin University (2016), Society for Information Management (2014, 2013), iHear Network (2012, 2011), Boeing Employees Credit Union (BECU) (2011), Delta Faucet Company (2011), Parsons Brinckerhoff (2011, 2010, 2007), PLS Consulting (2011, 2010), Microsoft (2006), American Productivity Quality Center (2007, 2006)