

President's Welcome



Theresa Pardo
President of DGS

Dear Fellow Members of the Digital Government Society:

Over the last few years the Society Board has worked to globalize the Society to reflect that our members and our interests are world-wide span the globe.. In 2013, this effort resulted in the reframing and renaming of the Digital Government Society of North America to the Digital Government Society (DGS). As part of this transition the DGS Board, for the first time, includes two members from outside of North America. Thank you to Dr. Lei Zheng from Fudan University, Shanghai and Dr. Vishanth Weerakkody from Brunel University, UK, for who are ensuring that the governance of the Society is truly global!

For those of you who were fortunate enough to attend the 2014 dg.o conference in Aguascalientes, Mexico, this past June, you know that it was a wonderful event with a robust and rich academic program and an enriching cultural experience including musical and , culinary and artistic treats. Thank you again to Dr. Gabriel Cid Puron, CIDE, Aguascalientes, and Dr. Scott Roberts, University of Hawaii, Manoa, for their efforts as general conference co-chairs of dg.o 2014. dg.o continues to be recognized as one of the most important annual research conferences in digital government and this year was no different. Thank you to dg.o 2015 Program Co-Chairs Dr. Jing Zhang, of Clark University and Dr. Ramon Gil-Garcia, of the University at Albany! Please plan to join us for dg.o in 2015 when the conference will be hosted by Arizona State University, Arizona, U.S., and in 2016 bytown hosts Fudan University in Shanghai, China.

In addition to managing the transition from the DGSNA to the DGS, the current and most recent Board has invested consistently in the infrastructure of the Society. Thank you to Past President Dr. John Bertot, University of Maryland College Park, for leading the redesign of the Society's web site and ensuring we have the web site functionality and flexibility necessary to operate as a 21st century professional society. Under the leadership of Dr. Soon Ae Chun, CUNY State Island, President-elect of the DGS and Chair of the Communications Committee, the Society will be launching a variety of new and refreshed communication and outreach efforts including a new newsletter format and release cycle.

In this issue,

dg.o 2014 highlights are featured

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The charge of the Society Board is to provide value to members and those organizations and associations we partner with. We seek to create new strategies for advancing the perspectives and efforts of our members and partners and supporting the development of next generation digital government scholars. To achieve these goals we rely on the commitment and creativity of our members and their willingness to volunteer their time to build value-added programs and activities for the broader membership. Good ideas and good work come from many quarters, so if you are considering how you might get more involved in this agenda, please email or call me or any member of the Board and we will be happy to talk with you about the best way for you to become more involved with the Society!

BEST PAPER AWARD

Emerging Business Models for the Open Data Industry: Characterization and Analysis
Fatemeh Ahmadi Zeleti, Adegboyega Ojo and Edward Curry.

BEST POSTER AWARD

eGovernment Standard Framework in Mexico collaboration with the NIA (National Information Society Agency) of Korea

Janos Lopez, Kiyoun Lee, Chang Keun Son, Eunju Kim, Miyoun Jang, Buman Chung

Conference Chairs Message!



Gabriel Puron-Cid,
Centro de Investigación y Docencia
Economicas, Mexico
Dg.o.2014 Conference Co-Chair



Scott Robertson,
University of Hawaii, USA
Dg.o.2014 Conference Co-Chair



Jing Zhang,
Clark University, USA
Program co-Chair



J. Ramon Gil-Garcia,
Centro de Investigación y
Docencia Economicas, Mexico
Program co-Chair

Welcome to the 15th Annual International Conference on Digital Government Research dg.o 2014. This year, the conference is hosted by the Centro de Investigación y Docencia Económicas (CIDE). CIDE is one of Mexico's most important entities for research and higher education in the Social Sciences. Recognized both nationally and internationally, CIDE has been a non-profit public institution since its establishment in 1974. Part of the network of the National Council of Science and Technology (CONACYT for its name in Spanish), CIDE is fully committed to contribute to the development of relevant research and higher education by offering many of the top graduate and undergraduate programs in economics, public administration, law, political science, international relations, and history in Mexico and Latin America.

This year the program shows once more that the field of digital government is thriving. Conference participants come from many Countries around the world, demonstrating our diverse and multi-disciplinary community of researchers, students, and government managers. Over the next few days, you will have a chance to listen to and engage with leading researchers and practitioners on a range of emerging, leading edge, and applied digital government projects in a number of application areas.

The conference theme is "*Open Innovations and Sustainable Development in Government: Experiences from around the World.*" The program includes two keynote speeches by leading scholars and government officials, 13 parallel sessions from 5 tracks, 6 panels, and several workshops and tutorials. The conference also hosts a Ph.D. Colloquium, which is an opportunity to exchange ideas with the future researchers of our field.

To further increase your enjoyment of the conference we have also scheduled an opening reception at the end of the workshops and tutorials day (Wednesday, June 18), a poster/demo reception (Thursday, June 19), and an awards dinner (Friday, June 20). These events offer you the opportunity to meet and hold discussions with colleagues new and old, as well as learn more about the latest digital government research and applications through the featured posters and demonstrations.

This year more than 70 volunteer reviewers screened and commented on submissions. In addition, several volunteers worked many more hours to ensure a successful conference. Without their commitment, our conference would not be possible. Special thanks go to each member of the conference organizing team who devoted their time generously to prepare this conference. We would like to express our gratitude to the board of the Digital Government Society, and the conference sponsors for their support – Centro de Investigación y Docencia Económicas, World Bank Latin America Division, State Government of Aguascalientes, the Ministry of Economic Development and the Ministry of Tourism of the State of Aguascalientes, Instituto Nacional de Estadística y Geografía (INEGI), Centro de Investigación y de Estudios Avanzados del Instituto Politécnico Nacional (CINVESTAV), Mark Any, Elsevier, Government Information Quarterly, and IOS Press.

We hope that you find the conference stimulating and rewarding. We ask that you bring to our attention anything that may help us to ensure the success of the current conference, as well as future ones.

Track: Emerging Topics



John Bertot
Professor
Co-Director
Information Policy & Access
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Information and Communications Technologies (ICTs) continue to evolve and offer a range of opportunities for digital government innovation, transformation, and entrepreneurship. The rapid development of open data, smart cities, big data applications, analytics, sensor technologies, engagement, social media, policy, management practices, and other initiatives keep digital government research and practice in a state of perpetual evolution. This evolution also provides governments with ways in which to rethink and reinvigorate democratic practices, engender citizen involvement, and cultivate innovative, smart, and transformational government services. The Emerging Topics track seeks submissions that provide insights into emerging digital government research and practice.

KEY MESSAGES

Digital government research and practice is in a constant state of development and change in response to social, governance, and citizen needs. Moreover, globalization and our interconnected nature through policy and ICTs creates a framework for continual innovation and change. This track offers researchers and practitioners the opportunity to highlight developing challenges and opportunities in the design, implementation, and use of digital government services, resources, and technologies.

CRITICAL CHALLENGES

Digital Government research and practice faces a number of challenges, the most prevalent of which are:

Policy. The legal and administrative policy structures and frameworks that govern technologies and government information flows are largely antiquated and in need of substantive updating to address emerging issues of privacy, data quality, access, dissemination, and social inclusion. In an era of Open Data, Big Data, Security, Social Media, and an increasing ICT access and ability divide, policies can have a profound impact on the use, impact, and availability of digital government services, resources, information, data, and technologies.

Technology. There are two sides to the technologies of digital government. One side is the technology platforms, design, and implementation through which governments build their service and resource delivery and administrative infrastructure. The other side is the range of ICTs through which citizens access digital government services. Though issues of interoperability were paramount in the initial stages of digital government technology build out, the focus has shifted towards implementation and use.

Increasingly, governments are concerned that their services and resources are underutilized and thus are shifting focus to user experience and other user-based design and implementations in order to leverage substantial investments in technologies. On the citizen side, use of and expectations of availability of mobile



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technology-enabled digital government and more interactive engagement is paramount.

Data. Though local, regional, and national open data initiatives, citizens, researchers, and civil society have access to an unprecedented amount of data sets (Big and Small). Moreover, new and emerging analytics and visualization techniques facilitate our abilities to inform policymakers, assist emergency response providers, citizens, and others on critical issues regarding government services, resources, and programs. Of particular note is the issue of how to make Big Data more localized for community, civil society, and individual use.



Christopher Reddick
Professor and Department Chair
Department of Public
Administration
The University of Texas at San
Antonio

FUTURE DIRECTIONS

There are a number of key issues and questions regarding the future development of digital government research and implementation, including (but not limited to): How do governments build a digital government strategy that addresses social, technology, policy, data, and information issues in rapidly evolving contexts? How do governments leverage their investments and transition to “smart government” that is transformative, anticipatory, and uses limited resources wisely? How can governments leverage ICTs, civil society, and citizens to better address social issues and community needs? How can governments and communities work collaboratively to ensure inclusive access and participation through ICTs?

The Emerging Topics track is interdisciplinary, and draws upon a range of theoretical and applied research approaches. The track welcomes and encourages studies that draw on public policy, public administration, law, information science, political science, human-computer interaction, computer science, business, and other disciplines to address issues ranging from user experience to organization theory to governance.



Workshops

The workshop on “Understanding and Improving the Uptake and Utilization of Open Data” (organized by Adegboyega Ojo and Marijn Janssen) discussed the uptake and utilization of open data. The fragmented landscape, practices and the problems of scaling up publishing and usage of open data.

In the workshop on “Experiences and Advances of Electronic Government in Latin America” (organized by Rodrigo Sandoval-Almazan and Dolores Edwiges Luna) *opened discussions on* the characteristics that the implementation of e-government has in Spanish speaking countries.

Tutorials

Two half-day tutorials include: (1) eGovernment Standard Framework (organized by Mariano Gamboa Zuñiga and Jano Lopez) which facilitates the development of applications based on open standards, resulting in improved software quality, more efficient development and greater reuse of software modules. (2) Spatial Analytics for Open Government Data (organized by Francisco Artigas) covered hands-on exercises of the spatial analysis of open government data using ArcGIS Explorer Desktop.

Panels

Panel sessions covered topics including

- Building Government’s Capacity for Big Data Analysis
- Using Big Data for Digital Government Research
- Open Data and Information Sharing in Developing Nations
- Social Media, Legislation and Bringing the Public Inside
- (Spanish), Technology applications for national statistics and geographic data in Mexico



Smart Cities, Smart Citizens & Smart Government



Soon Ae Chun
Smart Cities, Smart Citizens and
Smart Government
*Professor of Info Systems
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CUNY College of Staten Island*



Sehl Mellouli
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Cities, governments and citizens face the challenging issues of sustainability as the existing infrastructure systems are quickly surpassed by growing populations, heightened demands for services and resources, and growing interdependencies of different systems. The concept of smart cities, smart governments and smart citizens is to utilize technology to create innovative solutions to the quality of life and sustainability and achieve not only the operational efficiencies but also transforming policy development and governance. This track aims to facilitate theoretical, empirical and technical discussions on approaches towards the smart government, smart cities, smart community and smart citizens. Topics include but not limited to the technical and policy innovations in the area of energy, transportation, health, education, public safety, buildings, urban planning, environment, business, cyber security and privacy, and others.

KEY MESSAGES

The track discussed different issues related to smart cities and smart government development. With regard to smart cities, the first main topic presented is the development of smart work. It was shown that the diffusion of smart work is not yet highly adopted in organizations. However, results showed that younger workers who have lower rank and shorter job tenure, and workers in quasi-governmental organizations show relatively high level of the intention to use of smart work.

The second main topic is related to the extensive use of ICT within a local administration. In fact, the development of smart city requires the coordination between city's agencies and departments in order to provide citizens with a high quality of service. This coordination is considered as a central issue to achieve smart city initiatives' objectives. This coordination can be achieved by the use of the right technology. Finally, the third key message is related to the evaluation of the smartness of a city. In this context, it is not clear how to position cities between themselves; there is no clear indicators to position one city with regard to other cities. To this end, an N dimensional measurement framework is proposed where each dimension supplies information of interest that is evaluated independently. As a result, the measure of a city's intelligence is the result of the evaluations obtained for each of these dimensions.

With regard to the development of smart government, the track pointed to two main issues: justice and security, and social media. Two cases were presented related to justice: cyber security and sex crime tracking. In order to improve cyber security, a taxonomy of cyber security topics that provides links to relevant educational or research material is developed. This taxonomy is supported by the development of a portal that serves as platform for users to discuss the security of websites. Linking the taxonomy with this website helps to strengthen the knowledge of government officials and citizens with regard to cybersecurity issues. The second case is related to sex crime tracking.

To this end, a prototype of a law enforcement support system that aims to make daily extractions of online data related to sex crime, is developed. The system uses information retrieval and integration, natural language processing, image analysis,



and data linking techniques to allow various forms of relevant information visualization for supporting the combat of sex tracking.

The second major theme for smart government is the use of social media. Social media can be used as either a mean of communication between citizens and governments. In fact, a system, using twitter, was developed and from which a citizen can send a request for work to be completed by the local government. The goal of this system is to increase the responsiveness of local governments and gain efficiency in its manpower usage through optimized route planning and intelligent work dispatch. Social media can also be used a tool to evaluate the progress of citizens' deliberation through content analysis from a naturally occurring online discussion of a local planning project is proposed. Results showed online discussions are less optimal to achieve common ground and collective judgment.

CRITICAL CHALLENGES

Different challenges remain for the development of smart government and smart cities. It is very important for the development of future research in smart city and smart government to explain, for each study, the background and expertise of the interviewees, provide details why they participated and the questions that were asked, and clearly specify that the conducted study is specific to smart cities. Indeed, the number of interviews has to be significant in order to justify the obtained results. It is also important to provide a description of the interview method source and provide a brief description of the process and on the number of interviewees recommended/needed.

Also, it is important to use multiple research methods in addition to interviews. While interviews are important, other types of information could be valuable. For example, administrative records could yield information that is important for such a study. Similarly, other information such as "customer satisfaction surveys" which are generally collected by such programs may be valuable sources of information that could assist in providing contextual information.

FUTURE DIRECTIONS

The track raised different research directions. First, it is important to provide a better understanding of the concept of smart work and its impact on productivity. Second, research on justice and security has to be extended so that less advanced users can understand their scope. Third, the use of social media has to be more investigated so that it can be generalized at different government levels to improve service delivery efficiency. Finally, a standard smart city model is required and that can be used for not only measuring the degree of smartness of a city but also to measure the degree of development and validation the smartness.

Social Media and Government

The use of social media has been growing rapidly and globally. Governments at all levels have been using these media for public administration and for outreach to citizens. Citizens, businesses and voluntary associations have been using them to share information, ask questions, and to collaborate on problem solving in neighborhoods, states, industries and nations. The growing use of social media has



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created new challenges and opportunities for all users, e.g., changes in regulations and policies, marketing, and more diverse perspectives and feedback. However the staggering number and diversity of messages and topics generated is difficult to process and make sense of, not only on a day-to-day basis, but also during crises. Social media have also offered broader, more diverse participation in collective problem solving and governance. This track welcomes research and practice papers addressing a range of similar or related topics on social media analysis on content, metrics, case studies or theoretical models to advance this area of research.

KEY MESSAGES

Social Media impact in Government is an emerging topic. With two consecutive years on the dg.o conference, the number of papers of the track has increased from four papers and one session in 2013 to six papers and two sessions in 2014. We look forward to an even greater number of contributions in this category in 2015.

CRITICAL CHALLENGES

Social media and Government has several challenges to be understood in the long run, among the most visible are the following:

Social media governance.- the future of regulations about the use of social media in the government is still uncertain. For example, the emergent use by US police officers of video cameras, and the sharing of that video on platforms such as YouTube. In addition, the sheer volume of visual and aural data resulting from the video capture creates problems of processing that data and making sense of it. Some US police departments have recruited the help of members of the public in processing and analyzing the data before its release to the general public. There are privacy concerns associated not only with video data, but also with Twitter and Facebook platforms.

It is helpful to government at all levels, from local to global, to have some sense of public sentiment regarding trending issues and long-term planning. Accurately interpreting public sentiment is still a challenge for researchers, as is displaying the results of sentiment analysis to government representatives and practitioners in ways that are intuitive and timely.

FUTURE DIRECTIONS

Future directions will refine current work and tackle challenges, including some of those noted above. For example, is cyber-activism different from face-to-face activism? If so, how and why? Do these contexts for activism complement each other? If so, under what circumstances for which types of users or purposes? What role does bureaucracy play in the adoption and use of social media tools for engagement and innovation?

It has been argued by numerous researchers and practitioners that social media contributes to the initiative for open government, specifically greater transparency, collaboration and participation. This is a rich area for further exploration. Social media may affect each of these three areas differently, or for different types of users (e.g., institutions vs. individuals or public vs. private vs. non-profit sector).

The track called "Social Media and Government" encompasses multiple theoretical roots and research methods. For example, there is social media use by citizens and organizations in relation to government, e.g., by engaging in civic

activity such as keeping informed or expressing opinions. or in the sense that is of interest to government in order, among other things, to understand the attitudes and behavior of their cities and communities. These studies draw on political science, organization theory, communication theory and social network analysis as well as other social science methods generally, such as survey and interview research. Studies of social media use by government and its impact on government draw on organization theory, political science and public administration to explain the role of social media in democratic processes and institutional change.





Professor in "ICT and Governance
Delft University of Technology



Natalie Helbig, PhD
Director, Health Data NY
*New York State Department of Health
Office of Quality and Patient Safety*

TRANSFORMATION AND OPEN GOVERNMENT

Many governments are working toward a vision of government-wide transformation that strives to achieve an open, transparent, accountable government while providing demand-driven services. To successfully achieve this vision fundamental changes are necessary in practice and new research that examines governments as open systems seeking participation and interaction with their environment is needed. The track solicits papers addressing the issue of public sector transformation with a particular focus on changes occurring between government and its environment.

KEY MESSAGES

This track brings together a variety of aspects within the field of opening government and transformation. Open portals and apps are leading the way in open government. Issues covered include budget transparency, changes in trust and relationships, and the possible negative consequences of open government activities.

CRITICAL CHALLENGES

Both the opening and use of data remains challenging. The opening of government changes the boundaries between the public and governments and influences their abilities to collaborate.

FUTURE DIRECTIONS

Open government is in its infancy. It is important to focus on theorizing and conduct research about the various areas.



Doctoral Colloquium

Faculty Mentors

J. Ramon Gil-Garcia,
CIDE, Mexico

Marijn Janssen
Delft University

Soon Ae Chun
CUNY

Sharon Dawes
CTG, University of Albany

Bjoern Niehaves
Hertie School of Governance,
Berlin

David Valle Cruz, Egov 4.0: Intelligent e-Government Model applied to citizen-oriented services 2014-2017

Emmy Chirchir, How open is open government data in Kenya? Investigating the infrastructure, use (rs) and benefits of OGD in developing countries

Adam Kriesberg, The Changing Landscape of Digital Access: Public-Private Partnerships and Cultural Heritage Institutions

Iryna Susha, Open innovation in public administration: the value of user participation

Lora Mae Frecks, Cracking the Code of Civic Engagement: Exploring Collaboration Between Civic Hackers and Government in the US

International Student funds



The Board of the Digital Government Society inaugurated the Valerie Gregg International Student Fund (the Fund) to honor Valerie Gregg's commitment to building a sustainable digital government research community. As an NSF program manager for digital government, Valerie worked tirelessly to build bridges across disciplines, professions, and cultures. The Fund, seeded with a bequest from her estate, is dedicated to Valerie's special interest in supporting doctoral students as they embark on their research careers.

To continue her legacy and honor her dedication, the DGS is seeking personal and institutional contributions to the Fund on an ongoing basis for the purpose of funding the participation of doctoral students in the Doctoral Colloquium at the International Conference on Digital Government Research.

To contribute to the Fund, please contact Andrea Kavanaugh (kavan@cs.vt.edu), Treasurer of the Digital Government Society, or donate on line at <http://dgsna.org/services/valerie-gregg-international-student-fund>.

- We want and need to do more to encourage excellent students to apply for the colloquium and engage in the conference and the community, regardless of their own resources
 - We ask you to contribute to Valerie's vision for a global digital government research community by making a donation to the Valerie Gregg International Student Fund.

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Scott Robertson, University of Hawaii

Program Chairs

Jing Zhang, Clark University
J. Ramon Gil-Garcia, Centro de Investigación y Docencia Económicas

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Chris Hinnant, Florida State University
Chris Reddick, University of Texas San Antonio
John Carlo Bertot, University of Maryland College Park
Lei Zheng, Fudan University
Marijn Janssen, Delft University
Natalie Helbig, Center for Technology in Govt, University at Albany
Paul Jaeger, University of Maryland College Park
Rodrigo Sandoval, Universidad Autónoma del Estado de México
Sehl Mellouli, Laval University
Soon Ae Chun, City University of New York
Vishanth Weerakkody, Brunel University

Panel Chairs

Teresa Harrison, University at Albany
Juan Manuel Gomez-Reynoso, Universidad Autónoma de Aguascalientes

Demo & poster chair

Gabriel Puron Cid, Centro de Investigación y Docencia Económicas

Workshop and tutorial chairs

Soon Ae Choon, City of University of New York
Korina Velazquez, e-Government Consultant

Doctoral colloquium chairs

Sharon Dawes, Center for Technology in Government, University at Albany
J. Ramon Gil-Garcia, Centro de Investigación y Docencia Económicas
Marijn Janssen, Delft University
Soon Ae Chun, City University of New York
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Contact Info: Andrea Kavanaugh, Treasurer, kavan@cs.vt.edu