About the Contributors

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Carl D. Ekstrom holds an MPA, Syracuse University; and Ph.D. in Public Administration, University at Albany. He has forty-seven years of professional experience in governmental and nonprofit administration and teaching and research in Public Administration at twenty-three colleges and universities in the U. S. and internationally. Carl is currently semi-retired but retaining relations with the University of Nebraska at Omaha, Wichita State University, Nova Southeastern University and Western Iowa Community College.

Matthew A. Jones is currently an Assistant Professor of the Hatfield School of Government, Department of Public Administration at Portland State University. He is also a Leadership Fellow for the Executive Leadership Institute located at Portland State University. Matthew’s primary research interests revolve around public safety strategic management and the intersection of technology and policing. He has been a trainer and educator to public safety employees for a number of years. Part of his experience includes holding an appointment as an Assistant Professor of Public Safety Management at the State University of New York, Brockport College. Matthew has served as a consultant for public safety agencies in Oregon, Washington and New York. His key interests are strategic planning, leadership development, operations management and performance measurement within the public safety environment. His roles have included serving as: a methodological advisor, strategic planning facilitator, and trainer.

Stephen K. Aikins is a faculty member in the Department of Government and International Affairs. He holds graduate degrees in Public Administration, Information Systems Management and Business Administration. He is a Certified Public Accountant, a Certified Information Systems Auditor and a Certified Business Manager. He has published in the areas of information security and e-government. His research interests include risk management policy, government auditing and public economics.
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Asim Balci is the director of the Corporate Communications Director at Turksat. He also holds the positions of Associate Professor in the Department of Public Administration, Selçuk University, Turkey, Prof. Balci was an advisor in the Turkish Ministry of Health with various consultative and administrative responsibilities between 2003 and 2006, having received his Doctorate degree from the Department of Political Science and Public Administration, Middle East Technical University, Turkey. Professor Balci has published numerous books and contributed to various journal publications and conference proceedings in the fields of public administration, as well as TQM and e-Government.

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Donna Canestraro has been a program manager at the Center for Technology in Government (CTG) for more than 10 years, providing management and technology support for projects. Her current work focuses on the policy, management and technology issues related to inter- and intra-organizational information integration, enterprise IT Governance, and business process analysis. Donna brings more than 25 years of professional experience in project management, education, and information technology to CTG’s partnership projects. She works with agency partners on problem definition, process analysis, and business case development. She also participates in defining technology issues, conducting investigations of relevant technologies, managing best practices research, and evaluating organizational, process, and technology solutions for the Center’s projects. She is highly experienced in facilitation, group decision conferences, and all facets of collaborative work. Donna also has experience in the fields of education and training, marketing, management, and customer service.

Dimitris Charilas is a PhD candidate in the Department of Electrical Engineering of the National Technical University of Athens (NTUA). He received his MBA in Techno-Economic Systems in 2008 and his Diploma in Electrical Engineering from NTUA in 2006. He has worked as a Research Assistant in the Telecommunications Laboratory of the Institute of Communication and Computer Systems (ICCS-NTUA). He is currently with the Mobile Radiocommunications Laboratory of ICCS-NTUA. His research interests include mobile services, quality of service, wireless communications, resource allocation and game theory applications.

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**Joy A. Clay** is Professor of Public Administration and Associate Dean for Interdisciplinary Studies in the College of Arts and Sciences at the University of Memphis. Her research and engaged scholarship focuses on administrative theory, performance, accountability, evaluation and public health (especially maternal health), and collaborative dynamics. Dr. Clay worked for the Veterans Administration in Washington, D.C. for thirteen years prior to becoming an academic and has extensive experience in the nonprofit sector as a board member and volunteer. She has published articles in a variety of public administration journals. She has served as a Tennessee Quality Award and Greater Memphis Quality Award Examiner and worked with the Office of Finance, City of Memphis on their performance measurement processes. She serves on the editorial board of *Public Administration Review* and the *Journal of Health and Human Services Administration*.

**Jim Costello** is the Webmaster and Web Applications Developer at the Center for Technology in Government (CTG). Prior to joining CTG, he had his own web design and development company and worked for several private and public organizations, including KeyCorp, the Professional Development Program of Rockefeller College, Coopers & Lybrand, and the Office of Data Processing, Human Resources Administration, City of New York. He has been an editor, technical writer, trainer, computer-based training designer, and manager of Web applications and distance learning. He has worked for the past eight years on the benefits and challenges of using XML. He has developed curriculum and delivered training on XML and has co-authored an article on XML in the *International Journal of Electronic Governance*. Dr. Costello has a PhD in English and American Literature.

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Rodney Erakovich is assistant professor of management and public administration in the School of Business Administration at Texas Wesleyan University, Fort Worth Texas. He has worked with international and local public organizations in ethics, visioning and culture change with US cities and in local governments Ukraine, Serbia and Montenegro. He has presented at the American Society for Public Administration, Mount Kopaonik School of Natural Law in Serbia, The Network of Institutes and Schools of Public Administration in Central and Eastern Europe (NISPAcee), International Atlantic Economic Conference and numerous regional conferences. He has published several articles in PA Times, International Journal of Public Administration, Journal of Business Inquiry and the Ukraine Social Science Journal and co-author of the chapter, Implications of Organizational Influence on Ethical Behavior: An Analysis of the Perceptions of Public Managers in the 2009 publication of Ethics and Integrity in Public Administration: Concepts and Cases.

Paul Ferber graduated from George Washington University in 1986, with a PhD in Political Science. His major area of study was American Government, with a minor field in Quantitative Methodology. While in graduate school he worked as a consultant in survey research, with clients such as The Washington Post, and the National Science Foundation. He was also a Research Associate at the Woodrow Wilson International Center for Scholars. Professor Ferber has been a member of the faculty at Rochester Institute of Technology since 1981. Currently, he is the chair of the Political Science Department. His major research interest has been in political communication. He has produced over two dozen peer reviewed articles and conference papers on the topic of cyber-democracy.

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Tunc D. Medeni is a full-time researcher in Turksat and also affiliated to various academic institutions as a part-time staff. He was awarded a PhD degree from the Japan Advanced Institute of Science and Technology (JAIST), Japan; his MS degree from Lancaster University in the UK; and his BS degree from Bilkent University, Turkey. He has contributed to various (close to 60 in number) conference presentations, book chapters, and journal articles in his interest areas such as knowledge management, cross-cultural learning, and e-government. He has been awarded scholarships and funding from Nakayama Hayao Foundation, JAIST, Japanese State (Mombukagakusho) in Japan, Lancaster University in UK, and Bilkent University in Turkey for his education and research activities.

Charles E. Menifield is an Associate Professor in the Division of Public and Nonprofit Administration where he teaches graduates courses in budgeting and financial management, research methods, public management information systems and urban administration. Over his thirteen year career he has published 14 articles and book chapters and four books. The subjects include voting behavior among minority groups, health care, natural disasters, redistricting, minority group elections, infant mortality, public administration accreditation issues, and budget and finance. His recent research has appeared in the Journal of Health and Human Services Administration, Journal of Public Affairs Education, Journal of Public Management and Social Policy, and the Journal of Public Budgeting, Accounting, and Financial Management. In addition, he has published two award winning books on minority politics and two books on public budgeting. Last, he serves on the executive councils to NASPAA and the Association for Budgeting and Financial Management.

Gerald A. Merwin Jr. is Associate Professor of Public Administration at Valdosta State University. He has authored or coauthored refereed articles on a variety of topics and a book chapter on the way local governments promote economic development on the Web. He has traced the changes in information management applications used by local governments over the past eight years. He has also designed and developed Web sites for nonprofit organizations and educational institutions.

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Derek Werthmuller, as the Director of Technology services, manages the Technology Solutions Laboratory and the Technology Services Unit to maintain the CTG’s technology infrastructure, conduct technology investigations, and support electronic products. Derek brings more than 15 years of experience to his position as director of technology services. He brings experience building networks, automating system management and system deployment, and evaluating sustainable software systems. He is the co-author, along with Jim Costello, of the white paper “XML: A New Web Site Architecture”, published in September, 2002, which detailed the Center for Technology in Government’s migration to an XML-based website. He has made several presentations over the past five years on the benefits of using XML for Web site management.
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