

CURRICULUM VITAE

Yu-Che Chen, Ph.D.

Assistant Professor of E-Government and Public Management
Division of Public Administration
Department of Political Science
Northern Illinois University

Division of Public Administration
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EDUCATION

Indiana University, School of Public and Environmental Affairs and Department of Political Science

Doctor of Philosophy, Public Policy (November 2000)

Indiana University, School of Public and Environmental Affairs

Master of Public Affairs (May 1993)

Concentrations: Environmental Policy and Natural Resources Management

National Taiwan University, School of Engineering, Department of Chemical Engineering, Taipei, Taiwan

Bachelor of Science (May 1990)

AREAS OF SPECIALIZATION

E-Government

- Management and implementation of e-government projects
- IT Outsourcing
- Civic engagement and service delivery via electronic channels
- The role of IT in public management networks
- Legal and ethical issues in information assurance

Public Management

- Management of inter-local collaboration
- Reform and new public management
- Performance measurement

Policy Analysis and Program Evaluation

- Evaluation of program impacts
- Innovative policy instruments and their impact

APPOINTMENTS

Northern Illinois University, Division of Public Administration

Assistant Professor, E-Government and Public Management (January 2007 – present)

Iowa State University, Public Policy and Administration Program, Department of Political Science

Assistant Professor, E-Government and Public Management (June 2003 to December 2006)

Iowa State University, Institute of Science and Society

Research Associate, Research program review and development (January 2004 – December 2006)

Indiana University, School of Public and Environmental Affairs

Visiting Assistant Professor, Information Systems and Public Affairs (August 2001 to May 2003)

Indiana University, School of Public and Environmental Affairs

Lecturer, Full-time (January 2001 to May 2001)

Indiana University, School of Public and Environmental Affairs

Associate Instructor (1997-2000)

COURSES TAUGHT

E-Government Courses

- Information Systems and Decision Support (Graduate)
- E-Government and Information Policy (Graduate)
- Managing IT in the Public Sector (Graduate)
- Legal and Ethical Issues in Information Assurance (Information Security Management) (Graduate)

Information Technology/Systems Courses

- Public Management Information Systems (Graduate)
- Design of Information Systems (Graduate)
- Computer Applications in Public Affairs (400 level)
- Database Systems Management (400 level)
- Managing Information Technology (300 level)

Evaluation and Methods Courses

- Public Program Evaluation Methods (Graduate)
- Policy and Program Evaluation (Graduate)
- Statistical Techniques (300 level)

Management Courses

- Managing Behavior in Public Organizations (300 level)
- Public Management (200 level)

CURRENT RESEARCH PROJECTS

Network Management for E-Government

Lead Researcher

- This project examines how information and communication technology could improve the management and performance of networks

IT Outsourcing: The Role of Information Network and Service Types

Lead Researcher

- This project investigates the role of information network and service types in making government IT outsourcing decisions

Knowledge Management and Government Performance: Managing the Link through Networks

Lead Researcher

- This project studies the link between knowledge management and government performance, particularly the role of networks.

Digital Civic Engagement

Lead Researcher

- This project investigates various channels and level of satisfactions that citizens have communicating with government online.

GRANT ACTIVITIES

Research Grant from IBM Global Healthcare Center (\$15,000)

Co-Principal Investigator with Dr. James Perry (December 2005 – June 2006)

- Project title: “An Information and Communication Technology Framework for Effective Prevention and Response to Health-Related Crises”
- Responsible for majority of project research and writing

Research Grant from the Institute of Science and Society, Iowa State University (\$7,000)

Co-Principal Investigator with Dr. Ricardo Morse and Lois Morton (Fall 2005- spring 2006)

- Project title: “The Impact of Information and Communication Technologies on Civic Engagement: A Citizen’s Perspective”

Public Management Network Analysis Grant, Iowa State University, College of Liberal Arts and Sciences (\$750)

Principal Investigator (Fall 2005- Spring 2006)

- Project title: "Public Management Network Analysis using Social Network Analysis Tools"
- Lead researcher and project manager

eGov't Policy Research Grant from IOWAccess Council, State of Iowa (\$114,000)

Co-Principal Investigator with Dr. Kurt Thurmaier (Aug. 2004- Aug. 2005)

- Project title: "Iowa E-Government Policy Research"
- Lead researcher and project manager

Collaboration of Local Governments Grant from IOWAccess Council, State of Iowa (\$130,000)

Co-Principal Investigator with Dr. Kurt Thurmaier (June 2004- Sept. 2005)

- Project title: "Building a Citizen-Accessible Information System for Managing Iowa's Local Government Networks and Interlocal (28e) Agreements"
- Research instrument and system design

Research funded by the IBM Center for Healthcare Management (\$5,000)

Co-Principal Investigator with Dr. James Perry (July – November 2004)

- Project title: "Managing Government and Healthcare IT Outsourcing: A Relationship-based Approach"
- Responsible for majority of project research and writing

Research Grant from the Institute of Science and Society, Iowa State University (\$5,000)

Co-Principal Investigator with Dr. Daniela Dimitrova (2003-2004)

- Project title: "The Impact of Information and Communication Technologies on Civic Engagement: A Citizen's Perspective"

E-Government Research funded by IBM Endowment for the Business of Government (\$15,000)

Co-Principal Investigator with Dr. James Perry (2001-2003)

- Project title: "IT Outsourcing Primer for Public Managers"
- Responsible for majority of project research and writing

PUBLICATIONS

Referred Journals

Dimitrova, Daniela and Yu-Che Chen, (2006, summer), "Profiling the Adopters of e-Government Information and Services: The Influence of Psychological Characteristics, Civic Mindedness, and Information Channels," *Social Science Computer Review* 24(2): 172-188.

Chen, Yu-Che and Daniela Dimitrova, (2006), "Electronic Government and Online Engagement: Citizen Interaction with Government via Web Portals," *International Journal of Electronic Government Research* 2(1): 54-76.

Radl, Alison and Yu-Che Chen, (2005, Jan-March), "Computer Security in Electronic Government: A State-local Education Information System," *International Journal of Electronic Government Research* 1(1): 79-99.

Chen, Yu-Che and James Perry, (2003), "Outsourcing for E-Government: Managing for Success," *Public Performance and Management Review*, 26(4): 404-421.

Chen, Yu-Che and Jon Gant, (2001), "Transforming Local E-Government Services: The Use of Application Service Providers," *Government Information Quarterly*, 18(4): 343-355.

Shin, Roy and Yu-Che Chen, (2000), "Seizing Global Opportunities for Accomplishing Agencies' Missions," *Public Administration Quarterly*, 24(1): 69-94.

Book Chapter (Peer-Reviewed)

Chen, Yu-Che and Kurt Thurmaier, (2007, forthcoming), "The Challenges of Building a Knowledge Management System for Local Collaboration," in Bruce Rocheleau, (Ed.), *Case Studies in Digital Government.*, Hershey, PA: Idea Group Inc.

Chen, Yu-Che, (2007), "Managing IT Outsourcing for Digital Government," in Ari-Veikko Anttiroiko and Matti Malkia (Ed), *Encyclopedia of Digital Government*, Hershey, PA: Idea Group Reference, Volume III, pp. 1190-1195.

Radl, Alison and Yu-Che Chen, (2006, forthcoming), "Computer Security in Electronic Government: A State-local Education Information System," Don Norris (ed) *Current Issues and Trends in E-Government Research*, Hershey, PA: Idea Group Inc.

Knepper, Richard and Yu-Che Chen, (2006), "Digital Government Development," in *Encyclopedia of E-Commerce, E-Government, and Mobile Commerce*, Hershey, PA: Idea Group Publishing (pp. 203-209).

Chen, Yu-Che and Richard Knepper, (2005), "Digital Government Development Strategies: Lessons for Policy Makers from a Comparative Perspective." In Wayne Huang, Keng Siau, and Kwok Kee Wei (ed). *Electronic Government Strategies and Implementation*. Hershey, PA: Idea Group Publishing (pp. 394-420).

Management and Professional Reports

Chen, Yu-Che and James Perry, (2006), "Global Healthcare Crises: How Information Technology Can Address Pandemics and Disasters." IBM Global Healthcare Center.
www-1.ibm.com/services/us/bcrs/pdf/wp_global-healthcare-crisis.pdf

Chen, Yu-Che and Kurt Thurmaier, (December 2005), "Iowa E-Government Citizen and Business Surveys: Final Policy Report," Des Moines, IA: State of Iowa. <http://www.state.ia.us/itd/governance/IAC/documents/index.html>

Chen, Yu-Che and Kurt Thurmaier, (September 2005), "Iowa E-Government Citizen Survey: Anticipating Demand and Understanding Financing Strategies," Des Moines, IA: State of Iowa.
<http://www.state.ia.us/itd/governance/IAC/documents/index.html>

Chen, Yu-Che and Kurt Thurmaier, (June 2005), "Iowa E-Government Business Survey: Anticipating Demand and Understanding Financing Strategies," Des Moines, IA: State of Iowa.
<http://www.state.ia.us/itd/governance/IAC/documents/index.html>

Chen, Yu-Che and James Perry, (November 2004), "Managing Government and Healthcare IT Outsourcing in Europe: A Relationship Based Approach," Washington D.C.: IBM.

Chen, Yu-Che and James Perry, (December 2003), "IT Outsourcing: A Primer for Healthcare Managers," Washington D.C.: IBM Center for Healthcare Management.

Chen, Yu-Che and James Perry, (March 2003), "IT Outsourcing: A Primer for Public Managers," Washington D.C.: IBM Endowment for the Business of Government.

Peer-Reviewed Conference Proceedings

Chen, Yu-Che, (2002), "Managing E-Government Outsourcing Projects: Lessons from U.S. Local Government," *Proceedings of American Conference on Information Systems*, 2002.

Chen, Yu-Che and Jon Gant, (2001), "Transforming Local E-Government Services: The Use of Application Service Providers in U.S. Local Governments," *Proceedings of American Conference on Information Systems*, 2001.

Manuscripts under Review and Work In Progress

Chen, Yu-Che and Kurt Thurmaier, "Financing E-Government Business Transactions: An Enterprise Pricing Framework for G2B Services," Revise and Resubmit for *Public Administration Review*.

Chen, Yu-Che and Kurt Thurmaier, "Government-to-Business Electronic Services: Understanding and Driving Adoption of Online Transactions," preparation for submission to *State and Local Government Review*.

Thurmaier, Kurt and Yu-Che Chen, "An Empirical Examination of Efficiency and Effectiveness in Interlocal Agreements" submitted to *Public Budgeting and Finance*.

Chen, Yu-Che and Alison Radl, "Managing E-Government: Driving for Performance," Revise and Resubmit for *Journal of Public Administration Research and Theory*.

Morton, Lois, Yu-Che Chen, and Rick Morse, "Small Town Civic Structure and Inter-government Collaboration of Public Service", Revise and Resubmit for *City & Community*.

Chen, Yu-Che and Alfred T.K. Ho, "IT Outsourcing: Service Types and Networks at the Local Level," preparation for submission to *American Review of Public Administration*.

PRESENTATIONS

Presentations at National Conferences

"Leveraging Information Technology to Foster Collaborative Public Service Production and Delivery" presented at the 28th National Conference of Association for Public Policy Analysis and Management, Madison, Wisconsin (November 2-4, 2006)

"The Role of Information and Communication Technologies (ICTs) in Administrative Reform in Taiwan" presented at the 67th National Conference of American Society for Public Administration, Denver, Colorado (April 1-4, 2006)

"Advancing Electronic Government: Anticipating Demand and Developing Financing Strategies" presented at the 67th National Conference of American Society for Public Administration, Denver, Colorado (April 1-4, 2006)

"Becoming Citizen-Centric Electronic Government: Understanding the Adoption and Satisfaction of Electronic Government Information and Services by Citizens," paper presented at the 27th Annual Association for Public Policy Analysis and Management (APPAM) research conference, Washington, D.C. (Nov. 2-6, 2005).

“Becoming Customer-Centric Electronic Government: Understanding the Adoption and Satisfaction of Electronic Government Services by Businesses,” paper presented at National Public Management Research Conference, Los Angeles, CA (September 30 – Oct. 2, 2005).

“E-Government: The Next Generation,” presented at the Information Resource Management Association International Conference, San Diego, California (May 15-18, 2005).

“The State of E-Government Study in Public Administration: Research Themes and Methods” presented at ASPA’s 66th National Conference, Milwaukee, Wisconsin (April 2-5, 2004)

“The Impact of Information and Communication Technologies on Civic Engagement: A Citizens' Perspective,” presented as the 26th Annual Association for Public Policy Analysis and Management (APPAM) research conference, Atlanta, Georgia (Oct. 27-30, 2004).

“Teaching IT in Public Administration: Building E-Government Concentration at Iowa State University,” presented at ASPA’s 65th National Conference, Portland, Oregon (March 27-30, 2004)

“*E-Government* Networks: The Role of Information Technology in Managing Networks,” paper presented at the 7th National Public Management Research Conference, Washington, D.C. (Oct. 10 & 11, 2003)

“E-Government Development Strategies: Lessons for Policy Makers from a Comparative Perspective,” paper presented at the 24th Annual APPAM Research Conference, Dallas, TX (November 7-9, 2002)

“Managing E-Government Outsourcing Projects: Lessons from U.S. Local Government,” paper presented at the American Conference on Information Systems, Dallas, TX (August 9-11, 2002)

“Energizing E-Government Initiatives: The Use of IT Outsourcing at Federal Agencies,” paper presented at ASPA’s 63rd National Conference, Phoenix, Arizona (March 23-26, 2002)

“Transforming Local E-Government Services: The Use of Application Service Providers in U.S. Local Governments,” presented at the American Conference on Information Systems, Boston, MA (August 3-5, 2001)

“The Effectiveness of Voluntary Policy Instruments: The Case of the Climate Challenge Program,” presented at the Association for Public Policy Analysis and Management 21st Annual Research Conference (November, 1999)

“Utilization of Business Self-Regulation for Accomplishing Agencies’ Missions in the Era of Global Interdependence: The Case of ISO 14000,” presented at the 59th Annual Conference of the American Society of Public Administration (May, 1998)

“Private Global Governance: The Promise of International Environmental Standards – ISO 14000 Series,” presented at the 39th Annual Conference of the International Studies Association (March, 1998)

“Determinants of Treaty Compliance: Developing Countries’ Compliance with the Montreal Protocol,” (with Matthew Auer), presented at the Annual Convention of the International Studies Association – West (October, 1998)

Invited Talks and Workshop Participation

Thurmaier, Kurt and Yu-Che Chen, 2005, “Elements of Successful Interlocal Agreements: An Iowa Case Study” paper presented at the “Creating Collaborative Communities” conference on interlocal cooperation and resource sharing, October 31-November 1, Wayne State University, Detroit, Michigan.

Panelist for the semi-annual university colloquium, “Digital Democracy, the Nexus between Local Government and Citizens,” Master of Public Administration Division and Department of Political Science at Northern Illinois University, De Kalb, IL (Oct 14, 2005)

Invited Participant and Discussant for International Public Management Network Workshop on Communicable Crises: Prevention, Management and Resolution in an Era of Globalization, Vancouver, BC, Canada (August 15-17, 2005)

“Managing E-Government: Challenges and Solutions” at the First Conference on “Governing in the 21st Century – Accountability, Citizen Involvement and Technology,” in Ames, Iowa (May 9, 2003)

“Transforming Local E-Government Services: The Use of Application Service Providers” (with Jon Gant), presented at the Foundations of Electronic Government in America’s Cities: A Multi-Disciplinary Workshop, Sponsored by the National Science Foundation and the Great Cities Institute, University of Illinois, Chicago (March 8 and 9, 2001)

SELECTED SERVICE AND PROFESSIONAL EXPERIENCES

National and International Committees and Advisory Board

Advisory Board Member, International Advisory Board of the Encyclopedia of Digital Government (2004-2006)

Executive Committee Member, Executive Committee, the Section on Science and Technology in Government of the American Society for Public Administration (2006 – 2009)

Committee Member, Information Technology Committee, *National Association of Schools of Public Affairs and Administration* (2004 - present)

Committee Member, Planning Committee for International City/County Management Association's Technology Management Institute's (TMI) National Conference (2004 - 2005)

Journal Editorial Board and Review

Editorial Board Member, *International Journal of Electronic Government Research* (2004-2006)

Reviewer, *Journal of Information Technology and Politics* (2007 – present)

Reviewer, *Case Studies in Digital Government* (2005-2006)

Reviewer, *Encyclopedia of Digital Government* (2004-2005)

Reviewer, *Electronic Commerce Research and Applications (Journal)* (2004-present)

Reviewer, *International Journal of Electronic Government Research* (2004-present)

Reviewer, *International Public Management Journal* (2006)

Reviewer, *State and Local Government Review* (2005 – present)

Reviewer, *American Review of Public Administration* (2006)

Reviewer, *Handbook of Information Security* (2005)

Reviewer, *Handbook of Computer Networks* (2006)

Reviewer, *Hawaii International Conference on Systems Sciences* (2003-2004)

Outreach Services

Presenter and Trainer on the Use of Online Information System for the Search, Submission, and Management of the Collaborative Inter-local Agreements, City Clerk Academy and City Clerk Institute, July 12, 19, 2006.

Presenter and Trainer on the Topic of E-Government, City Clerk Academy, State of Iowa, July 24, 2003

Speaker and Panel Organizer, First Conference on “Governing in the 21st Century – Accountability, Citizen Involvement and Technology,” in Ames, Iowa (May 9, 2003).

Consultant, Project on Document Management Tracking System for the Planning Department, City of Bloomington, Indiana. (Fall 2002 – Spring 2003)

University and Department Services

Research Associate, Institute of Science and Society, Iowa State University (2004-present)

MPA Program Committee Member, Public Policy and Administration Program, Iowa State University (2003 – present)

Master of Science in Information Assurance (MSIA) Committee Member, Iowa State University (2003 – present)
MPA Program Search Committee Member, Organizational Behavior position filled in 2004 (fall 2003 – spring 2004)
Graduate Thesis/Creative Component Committee, School of Public and Environmental Affairs, Indiana University (2001 – 2003); Public Policy and Administration Program, Iowa State University (2003 – present)
IT Committee Member, School of Public and Environmental Affairs, Indiana University (Fall 2001 – May 2003)

Research Activities

Research Associate, project funded by Taiwan's National Science Foundation (1997)
Research Assistant, Professor Jeffrey Hart, Department of Political Science, Indiana University (1995)
Research Intern, East-West Center, Hawaii (1995)

Technical and Methods Training

Structural Equation Modeling, Institute for Social and Behavioral Research, Iowa State University (July 2006).
Hierarchical Linear Modeling, Scientific Software International, Inc. Workshop, Chicago, IL (May 2006)
Social Network Analysis, ICPSR Workshop, Chapel Hill, NC (July, 2003)
Data Mining Workshop, American Conference on Information Systems, Dallas, TX (August 8, 2002)
Oracle Database Administrator Training Program, Training for Oracle Database Administrator (November 2001 – December 2001)

HONORS AND AWARDS

Junior Faculty Achievement Award, Department of Political Science, Iowa State University, Spring 2006.
Research Associate, Institute of Science and Society, Iowa State University (2004 – present)
Finalist, Academy of Management, the Organizations and the Natural Environment (ONE), Best Dissertation Award of 2002
Invited to present the **Graduation Speech** for all doctoral graduates of the School of Public and Environmental Affairs, Indiana University (2000)
Selected as the sole nominee for the **Dissertation Research Fellowship** of the College of Arts and Sciences by the School of Public and Environmental Affairs, Indiana University (1998)
Conference Travel Award, School of Public and Environmental Affairs, Indiana University (1998)

East-West Center Fellowship, School of Public and Environmental Affairs, Indiana University (1995)

Three-year Doctoral Fellowship (est. U.S. \$60,000), Ministry of Education, Taiwan (1994-1997)