



United Nations

Department of
Economic and
Social Affairs



**Expert Group Meeting
In Preparation for the UN E-Government Survey 2022
29-31 March 2021**

Expert biographies

KEYNOTE SPEAKERS

Mr. Elliott Harris

Assistant Secretary General for Economic Development, Chief Economist, UN DESA



Mr. Harris brings over 25 years of international experience in the fields of international economics and development policy analysis, coupled with knowledge of the United Nations system, multilateral and inter-agency coordination processes. He has extensive experience in the design of macroeconomic policies and its application as a central instrument for the reduction of poverty and for resilient and sustained economic development. His work in the field of economics also focuses on the macroeconomic linkages with global social and environmental policies. Since 2015, Mr. Harris has served as Assistant Secretary-General and Head of the New York Office of the United Nations Environment Programme (UNEP). He joined UNEP's Senior Management Team in 2013 as Director of the New York Office and Secretary to the Environment Management Group. Prior to joining UNEP, Mr. Harris began his career in the International Monetary Fund (IMF) in 1988, where he worked in the African Department and the Fiscal Affairs Department. In 2002 he became an Adviser in the Policy Development and Review Department, and was appointed in 2008 as Special Representative to the United Nations, in addition to serving as Assistant Director of the Strategy and Policy Review Department. Mr. Harris holds a Bachelor of Science degree in German and political science and an advanced degree in economics. He was awarded an Advanced Studies Certificate in international economics and policy research from the Institute of World Economics in Kiel, Germany.

Ms. Maria-Francesca Spatolisano

Assistant Secretary-General for Policy Coordination and Inter-Agency Affairs, UN DESA and Officer-in-Charge, Office of the Envoy on Technology



Ms. Maria-Francesca Spatolisano is the Assistant Secretary-General for Policy Coordination and Inter-Agency Affairs at the United Nations Department of Economic and Social Affairs, since March 2018. Ms. Spatolisano has 35 years of experience in public service including extensive senior leadership in multilateral affairs. She has served as the European Union Ambassador to the OECD and UNESCO, Monaco and Andorra. She was a member of the EU Delegation to the United Nations, serving as the Head of its Economic and Trade Section, covering all issues related to trade, development and environmental policies in the Second Committee and ECOSOC; she also represented the EC to the Fifth Committee. Before joining the UN, she was responsible for International Organizations and Development Dialogue with other Donors in the European Commission's Directorate General for

Development Cooperation. In this capacity, she has assured the EU presence and developed EU positions on development policy in several international fora including the United Nations, the World Bank and International Monetary Fund, OECD, G-7 and the G-20. Ms. Spatolisano holds a Doctorate in Law from Florence University.

EXPERTS

Mr. Alexandre Barbosa

Head of the Regional Center for Studies on the Development of the Information Society (Cetic.br) at the Brazilian Network Information Center (NIC.br)



Responsible for research projects to produce ICT-related data for the monitoring of national policies and international goals, such as the Sustainable Development Goals (SDGs), including the National EGOV Survey in Brazil. Coordinates capacity building programs in survey methodologies in Latin America and Portuguese-speaking countries in Africa. Mr. Barbosa was the Chair of the Expert Group on ICT Households indicators (EGH) from the International Telecommunications Union (ITU) from 2012 to 2017, expert at the OECD working party on Measurement and Analysis of the Digital Economy, member of the Council Board of The Innovation Center for Brazilian Education (CIEB) and member of the master's program council at Fundação Dom Cabral. Mr. Barbosa holds a PhD degree in Business Administration from Getulio Vargas Foundation (Brazil), a Master Degree in Business Administration from Bradford University (UK), a MSc Degree in Computer Science from Federal University of Minas Gerais (Brazil) and a BSc Degree in Electrical Engineering from Catholic University (Brazil). He has also conducted postdoctoral research at HEC Montreal (Canada).

Mr. Cheow Hoe Chan

Government Chief Digital Technology Officer, Smart Nation and Digital Government Office, & Deputy Chief Executive, Government Technology Agency of Singapore



Mr. Chan Cheow Hoe is the Government Chief Digital Technology Officer (GCDTO) of the Smart Nation and Digital Government Office (SNDGO). He is also concurrently the Deputy Chief Executive of the Government Technology Agency of Singapore (GovTech). As the GCDTO, Cheow Hoe oversees the development of the Government's digital infrastructure and digital technology capability, as well as talent development in information and communication technology and smart systems (ICT&SS). He will also oversee the development of platforms to enable resource sharing and interoperability across Government, so as to drive the development and delivery of innovative government digital services for citizens and businesses. In his role as Deputy Chief Executive, GovTech, he oversees multi-disciplinary teams that develop and manage key government's digital products such as the National Digital Identity. Cheow Hoe has more than two decades of extensive experience both in the public and private sectors, with a strong track record in leading digital transformation changes in organisations and the government. Prior to joining GovTech, Cheow Hoe held senior appointments in international banks and consulting companies in the areas of technology, operations, finance and business. Cheow Hoe graduated from the National University of Singapore, and obtained his masters from Wharton School.

Mr. Anir Chowdhury**Prime Minister's Office, Policy Advisor, a2i (Aspire to Innovate), Bangladesh**

Anir Chowdhury is the Policy Advisor of the a2i Program of the ICT Division and the Cabinet Division of the Government of Bangladesh supported by the UNDP and Gates Foundation. In this capacity, he leads the formation of a whole-of-society innovation ecosystem in Bangladesh through massive technology deployment, extensive capacity development, integrated policy formulation, whole-of-government institutional reform, and an Innovation Fund. His work on innovation in public service has developed interesting and replicable models of service delivery decentralization, public-private partnerships, and transformation of a traditional bureaucracy into a forward-looking, citizen-centric service provider. He is a regular speaker in international conferences on public service innovation and reform, digital financial inclusion, civil registration and digital identity management, SDGs, youth and community empowerment, educational transformation, public-private partnerships, and South-South Cooperation. He is a member of the Prime Minister's National Digital Task Force, Education Minister's National ICT in Education Task Force, UNESCAP Regional Steering Group for Civil Registration and Vital Statistics (CRVS), Co-Founder and Board Member of South-South Network for Public Service Innovation (SSN4PSI) and Co-Founder of South-Asia Civil Registration Network (CR8). He co-founded several software and service companies and non-profit organizations in the US and Bangladesh. Anir graduated magna cum laude in Computer Science and Applied Mathematics from Brown University and did post-graduate work on management, marketing, and education reform in Harvard, Columbia, and Boston Universities.

Mr. José Clastornik**President of GovTech Uruguay**

José Clastornik is an international consultant on digital transformation. He has held different executive positions at public and private institutions. During his engagement as Uruguayan national CIO, the country reached leadership positions in the region in different areas, including digital government, telecommunications and internet, cybersecurity and ICT industry development. He has been member of the board in different coordinating bureaus and regulatory units, having chaired the Network of e-Government Leaders of Latin America and the Caribbean (RedGEALC), and the Digital Agenda for Latin America and the Caribbean (eLAC). He was recognized by Apolitical as one of the 20 most influential leaders in Digital Government globally, and received the Lifetime Achievement Award for his contribution to the development of the Internet in the countries of Latin America and the Caribbean issued by LACNIC.

Ms. Jane Coffin**Senior Vice President, Internet Growth
Internet Society**

Jane Coffin is responsible for the Internet Society's Internet Growth project teams. The Internet Growth project teams are focused on Community Networks, Internet Exchange Points (IXPs) & interconnection, peering, and community development, and a new critical project on measuring the health of the Internet. Her work also focuses on access and development strategy, where she and other ISOC colleagues and partners focus on coordination of collaborative strategies for expanding Internet infrastructure, access, and related capacities in emerging economies with partners. Prior to joining ISOC, Jane worked on Internet and telecommunications policy issues for the Office of International Affairs at the National Telecommunications and Information Administration – U.S.

Department of Commerce. She was an active participant in Internet discussions in the ITU, OAS-CITEL, and OECD, working closely with the five regional Internet registries (RIRs) and other Internet technical community stakeholders. She was very involved in policy discussions on open Internet standards and issues related to BGP, IPv4, IPv6, and MPLS. While at NTIA, Jane was an advocate for the deployment of Internet exchange points (IXPs) to increase international Internet connectivity (IIC), and was an ITU-T SG-3 IIC co-Rapporteur and an IIC coordinator in CITEL's PCC.I. She was Vice-Chair of the Federal IPv6 Task Force, and a Vice-Chair of the ITU Council Child Online Protection Working Group. From 2002-2006, she served as Chief of Party, and Deputy Chief of Party on two separate USAID projects in Moldova and Armenia. Jane worked closely with regulators, policy-makers, senior officials and parliamentarians, Internet service providers, and stakeholders on regulatory strengthening, market access and competition, and liberalization and privatization activities in Moldova and Armenia. Jane worked for AT&T as a Director of International Affairs/Government Affairs, where she worked on international telecommunications issues, including VOIP, ENUM, and ICAIS, and was a Rapporteur in ITU-D Study Group 1 for universal access/universal service in rural and remote areas. She holds a BA in Classics from the University of Massachusetts at Amherst, attended the College Year in Athens program in Athens, Greece, and was an American Field Service (AFS) exchange student in Falun, Sweden (1985-86).

Dr. Birku Reta Entele

**Assistant Professor in the Department of Technology and Innovation Management
Adama Science and Technology University, Ethiopia**



Birku Reta Entele: has received a bachelor degree in Economics from Arba Minch University in 2007 and received the MSc degree in Resource and Environmental Economics from Addis Ababa University in 2011. He has a PhD in Technology Management, Economics and Policy program (TEMEP) from Seoul National University, Korea. Currently he is serving as an assistant professor at Adama Science and Technology University in the department of Technology and Innovation Management, Ethiopia. His research interests include valuation of new technology, demand forecasting, and consumer behavior analysis in the different facet of ICT.

Mr. Sunil Geness

Director Global Government Affairs & CSR, Global Sustainability Lead: Africa, SAP AFRICA



Sunil Geness is Director of Global Government Affairs & CSR Africa and the Global Sustainability Lead Africa at SAP. He developed a wide range of experience in Government, Quasi-Government, Private sector & NGO organisations. These roles have included a policy making and implementation stint at the South African National Government, various programmes in South African provinces, a government modernization role and subsequently a political advisory role at the State Information Technology Agency (SITA), before he was head-hunted by the German global software giant-SAP. In his various capacities he has represented the South African Government and SAP on numerous occasions at high level meetings focusing on digital transformation at the African Union, European Union, European Commission, United Nations, the World Bank and BRICS. Geness holds a Bachelor of Commerce (UNISA), Bachelor of Commerce Honours Cum Laude (UNISA), Master of Management (Witwatersrand), HED (Springfield College) and has been the recipient of scholarships for executive leadership programmes at leading global business schools in France (INSEAD), the United Kingdom (Birmingham) and the United States (Harvard). A keen advocate of sustainability and environmentalism, he received the World Wide Fund (WWF), One Planet Leaders, sustainability scholarship in 2009.

Dr. Julia Glidden
Corporate Vice President, Worldwide Public Sector, Microsoft



Dr. Julia Glidden is Corporate Vice President, Worldwide Public Sector, for Microsoft Corporation, where she is helping to deliver on Microsoft's mission to empower every person and organization on the planet to achieve more. An internationally recognized expert on Digital Government, Dr. Glidden specializes in identifying and piloting emerging technologies such as AI, Cloud and Blockchain in the GovTech space. Julia pioneered the concept of Cognitive Government and has delivered many of Europe's leading innovation projects. She is currently serving as an expert advisor to the United Nations, the World Economic Forum and the European Commission. In addition to being named in Apolitical's inaugural list of the Top 100 most influential people in digital government, Julia was recognized as one of the Top 40 GovTech Influencers in the 2019 e-Governance Global Industry Landscape Overview.

Mr. Salim Hasham
Business Transformation Partnership Lead, Google



Salim leads the Google Business Transformation Partnership team which drives scale transformation and innovation by combining the strengths of the world's best strategy firms and Google's engineering and analytics expertise. Prior to Google Salim was a partner at McKinsey & Co and has over 20 years of experience serving public and private sector organizations on topics of transformation, digitization, risk and growth. Specifically, he has served global Public Sector organizations on digital government, digital identity and cyber security.

Dr. Ellen Helsper
Professor of Digital Inequalities, Director MSc Media and Communications (Research)
Media and Communications Department, London School of Economics and Political Science



Dr. Ellen Helsper is Professor of Socio-Digital Inequalities in the Media and Communications Department at the London School of Economics and Political Science. Her research interests include the links between social and digital inequalities; vulnerability and discrimination in digital spaces; digital literacy; mediated communication and interpersonal relationships; and methodological innovation in quantitative and qualitative media and communications research. Her work is truly global in nature through her involvement in the [From Digital Skills to Tangible Outcomes](#); [Connected Communities and Inclusive Growth](#); [YSkills](#); [Global Kids Online](#) and [World Internet](#) research projects. She has a PhD in Media and Communications from the LSE and an MSc in Media Psychology from Utrecht University. She consults widely for governments, the third and commercial sector on issues to do with client and citizen (dis)engagement in increasingly digital societies. Organisations that she has worked with include the BBC, European Commission, GMSA, ITU, OECD, and UNESCO.

Prof. Dr. Marjin Jansenn
Full Professor in ICT & Governance in the Technology, Policy and Management Faculty of Delft University of Technology



Prof.dr. Marijn Janssen is a Full Professor in ICT & Governance in the Technology, Policy and Management Faculty of Delft University of Technology. His research is focused on ICT-architecting and design science in situations in which multiple public and private organizations need to collaborate, in which ICT plays an enabling role, there are various ways to proceed, and socio-technical solutions are constrained by organizational realities and political wishes. His research interests are in the field of design science, orchestration, shared services, smart cities, algorithms and open and big data and infrastructures. He has been involved in more than 8 EU and NWO funded project. Marijn is a founding board member of Digicampus – a quadruple helix innovation partnership - in which government, business, science, and citizens work together to innovate public services. This is done through collaborative research, agenda-setting, round-table discussions, market consultation, and experimentation. He is Co-Editor-in-Chief of Government Information Quarterly (CiteScore of 10.3 in 2019), chair of the IFIP WG8.5 in ICT and public administration, conference chair of IFIP EGOV-CeDEM–ePart series. He was ranked as one of the leading e-government researchers in surveys in 2009, 2014, and 2016. He was nominated in 2018 and 2019 by Apolitical as one of the 100 most influential people in the Digital Government worldwide <https://apolitical.co/lists/digital-government-world100>. He has published over 500 refereed publications, his google h-score is 62, having over 16K citations. More information: www.tbm.tudelft.nl/marijn.

Dr. Enzo Le Fevre

Project Leader for Collaboration, European Commission



Dr Enzo Maria Le Fevre, Ph.D., is Project Manager in the EU Commission's Department for Informatics (*DG DIGIT*) leading the digital collaborative tools and supporting the Innovation Lab of the Institution. He is also a Senior Research Fellow on international practices of digital governance at the Laboratory on Innovation and Artificial Intelligence of the University of Buenos Aires (Argentina), Adjunct Professor of Digital Governance at the Università degli Studi della Tuscia (Italy) and Senior Lecturer of Diplomacy and Negotiation at the LUISS University (Italy). Between 2017 and 2020 served as Senior Expert at the Agency for Digital Italy - Presidency of the Council of Ministers (AGID) and Coordinator of the Thematic Group on Emerging Technologies (AI & Blockchain) of the OECD Working Party of Senior Digital Government Officials (E-Leaders). He was a peer of the OECD Digital Government Reports of Colombia and Brazil. He currently serves as a board member of Adriano Olivetti Foundation, Director of Research and Cooperation of the Budapest Centre for Mass Atrocities Prevention and a fellow at the European Center for International Affairs, he also served as research associate at the Center for International Conflict Resolution of Columbia University and George Mason University. Dr Le Fevre holds a Ph.D. in International and European studies with a focus on international law and theory of the state, an MA in International Relations (with honours), and a postgraduate specialization in International Law and Public Law. His current research is mainly concentrating on digital public services delivery and the uptake of emerging technologies in the public sector. He recently co-authored the [AI Latam Book 2020](#), the [OECD Working Paper on “The State of the Art in the use of emerging technologies in the public sector”](#) and published on [“Artificial Intelligence and Work – Building a new employment paradigm”](#) (co-authored with Juan Gustavo Corvalan and Luis Cevalco) and on “The application of the SDGs in the fisheries sector through the support of emerging technologies and DLT”.

Dr. Mixia Liu

Associate Professor, E-Government Research Center, China National Academy of Governance



Mixia Liu is an associate professor in E-government Research Center of China National Academy of Governance, who focuses on digital government strategy, design, implementation and assessment research. As deputy chief of E-government branch in the center, she is also in charge of training for senior public servants to improve their digital ability and providing advice to the central and local government about informatization plan. She introduced China e-government development pattern and practices for Ethiopia, Mozambique, Mexico, Cuba, and Burma public servants in international training. She presided over several important projects, such as Research on Innovation Mechanism and Path Analysis of Government Digital Transformation by National Social Science Foundation, EU-China Comparative Study on E-government Development Strategy under EU-China Public Administration Project II, New Technology's Main Effects on Economy Society from National Soft Project Plan. She issued China Digital Government Development Report in the 14th China E-government Forum.

Prof. Francisco Lupiáñez Villanueva

Co-founder and Director of Open Evidence, Professor at Open University of Catalonia



Prof. Francisco Lupiáñez-Villanueva. His research field is concerned with the social, economic, cultural and policy issues associated with information and communication technologies, specifically focussing on Innovative Technologies, Networked Citizens, eHealth and eGovernment. Before his position as Co-founder and Director of Open Evidence, and Professor at Open University of Catalonia, he was a Scientific and Project Officer at the European Commission. He is a top-level expert of multivariate statistical analysis and survey research and has a long experience in processing and analysing large dataset with state of the art techniques (Factor Analysis, Principal Component Analysis, ANOVA, Structural Equations Models, Composite Indexes). He has conducted a broad range of studies involving impact evaluation and assessment, and a proven track record of successfully delivered studies to the European Commission and the private sector.

Dr. Rony Medaglia

Professor MSO, PhD, Department of Digitalization, Copenhagen Business School



Rony Medaglia is Professor with special responsibilities in Digitalization and the UN Sustainable Development Goals at the Department of Digitalization, Copenhagen Business School, Denmark, and a Research Fellow at the Lab for Digital and Mobile Governance at Fudan University, Shanghai. Rony's research focuses on digitalization in the public sector, from the perspectives of public policy, digital service provision, and citizen engagement. He is currently serving as expert in the AI WATCH initiative of the European Commission to monitor the development, uptake and impact of Artificial Intelligence for Europe. Rony is President of the Special Interest Group on e-Government of the Association for Information Systems, and an Associate Editor of Government Information Quarterly. www.cbs.dk/en/staff/rmdigi

Ms. Samia Melhem

**Global Lead, Digital Capabilities, Infrastructure and PPP Global Practice
The World Bank Group**



Samia Melhem is the Global Lead on Digital Capabilities at the World Bank Group. Her responsibilities include investment operations in digital platforms & services as well as thought leadership on digital development. She currently leads several digital government operations, leveraging disruptive technologies to improve delivery of public services; in education, health, and social protection. She is also currently leading research on digital resilience and digital responses to COVID-19 for public service delivery. During her career at the WBG, Samia led projects in East and Central Europe, Asia, Middle East and Africa. She led research on Telecoms Policy and Regulation, Digital government, electronic procurement, cloud computing, Innovation & Entrepreneurship, Open data, Private Public Partnerships, and gender inclusion; in collaboration with a range of global partners such as UN, ITU, OECD, WEF, as well as Academic think tanks. She holds degrees in Electrical Engineering (BS), Computer Sciences (MS), and Finance (MBA); as well as various accreditations in project management, leadership, and disruptive technologies.

Ms. Jessica Musila
Policy Analyst and Communication Specialist



Jessica Musila is a Policy Analyst and Communication Specialist passionate about addressing societal inequalities and ensuring the public has responsive governance. Ms. Musila is currently an independent public policy consultant with research interests in public participation in governance, crisis communications, trade imbalances; anti-corruption efforts, open governance, Information Communication Technology for Development (ICT4D) and advocacy campaigns focused on women, youth and children. She has expansive experience in setting up and running of Parliamentary Monitoring initiatives leveraging on ICT having run Mzalendo.com in Kenya for 8 years. During her tenure the organisation became known for its Annual Reportcard on MPs performance, Peoples 'Shujaaz' Awards, Research on Youth, Women MPs and anti-corruption, the informative weekly Newsletter, Live Tweets of Plenary Business, the offline engagement via the #21516 Mobile phone short-code and Dokeza -dokeza.mzalendo.com - the bill annotation platform. The Mzalendo site -info.mzalendo.com - became a trendsetter in Africa, inspiring similar initiatives in Nigeria, Ghana, Zimbabwe, South Africa and Uganda. She has a BA in Communication and Community Development from Daystar University and a Master of Public Policy (MPP) from the University of Erfurt, Germany.

Ms. Minerva Novero
Policy Specialist, Governance Bureau for Policy and Programme Support, United Nations Development Programme



Minerva Novero-Belec is a Policy Specialist in the Governance and Peacebuilding (GP) Cluster of UNDP's Bureau for Policy and Programme Support (BPPS) in New York. She serves as UNDP's co-focal point for urbanization, with a focus on "smart cities" and smart approaches to sustainable and inclusive urban governance and development. Prior to this post, she served as Policy Specialist for ICT for Development, e-Governance and Access to Information, managing a portfolio that included focal-point for UNDP's membership in the Broadband Commission; UNDP's role as permanent vice-chair of the UN Group on Information Society (UNGIS); UNDP's co-organization of the annual WSIS Forum; UNDP's engagement in various multilateral efforts related to ICTD and e-governance such as the Open Government Partnership (OGP; serving as focal point for the Working Group on Access to Information); and coordination of ICTD and e-governance policy advisory and programming support to UNDP country programmes. Ms. Novero-Belec's career straddles policy, communications and journalism. She holds a Degree in Mass Communications (major in Journalism) from the University of the

Philippines and a Master's Degree in International Affairs with a concentration on economic and political development from Columbia University in New York.

Dr. Aroon P. Manoharan

Associate Professor, Department of Public Policy and Public Affairs

John W. McCormack Graduate School of Policy and Global Studies, University of Massachusetts Boston



Dr. Aroon P. Manoharan is an Associate Professor in the John W. McCormack Graduate School of Policy and Global Studies at the University of Massachusetts Boston. His research interests include e-government, performance measurement, strategic planning, public communication, administrative capacity, comparative public administration and pedagogy. His recent books include *E-Government and Information Technology Management: Concepts and Best Practices*; and *E-Government and Websites: A Public Solutions Handbook*. He is a Senior Research

Associate of the National Center for Public Performance (NCP) and the Associate Director of the E-Governance Institute. He had directed the *Digital Governance in Municipalities Worldwide Surveys* and the *U.S. States and Municipalities E-Governance Surveys*. He is the Editor of the Occasional Paper Series of the ASPA Section on International and Comparative Administration (SICA). He received his Ph.D. from the School of Public Affairs and Administration (SPAA), Rutgers University-Newark.

Dr. Theresa Pardo PhD

Director of the Center for Technology in Government (CTG UAlbany) and Special Assistant to the President at the University at Albany, State University of New York



Theresa A. Pardo, Ph.D. serves as Director of the Center for Technology in Government (CTG UAlbany) and Special Assistant to the President at the University at Albany, State University of New York, where she is also a full research professor in Public Administration and Policy, Rockefeller College and an affiliate faculty in Information Science, College of Emergency Response, Homeland Security and Cybersecurity. Dr. Pardo serves as OpenNY Adviser to New York State's Governor

Andrew Cuomo, is a Fellow of the National Academy of Public Administration and a past chair of the U.S. Environmental Protection Agency's National Advisory Committee. Dr. Pardo has over 200 publications and is ranked among the top scholars in her field in terms citations to her published work. In 2018 and 2019 she was named a Top 100 Influencer in Digital Government globally and is the 2019 recipient of the Digital Government Society's Distinguished Service Award.

Mr. Fadi Salem

Director of Policy Research at the Mohammed Bin Rashid School of Government (formerly the Dubai School of Government)



Fadi Salem is the Director of Policy Research at the Mohammed Bin Rashid School of Government (formerly Dubai School of Government). He is also the founding Editor-in-Chief of the Dubai Policy Review journal and leads the *Future Government and Innovation Group* in the School as a Senior Research Fellow. Earlier he was a Research Associate at the Belfer Center for Science and International Affairs, Harvard Kennedy School (HKS); and a Fellow at the I+I Policy Research Centre, Lee Kuan Yew School of

Public Policy (LKY SPP), National University of Singapore. He is a PhD in Public Policy candidate from the University of Oxford's School of Government, and holds an MSc from the London School of Economics and Political Science, and a B.Eng. in Computer Engineering from Aleppo University. Fadi is an internationally

recognized authority in digital governance and technology policy domains, recently selected as one of the *100 Most Influential People in Digital Government* by Apolitical. He also serves as a member of several governance and advisory boards, such as *Smart Dubai Office's Artificial Intelligence Ethics Advisory Board*, *the Digital Government Society Board*, *the National Artificial Intelligence Expert Group (AIEG) ISO SC42 on "Governance Implications of AI"* and Board of Trustees of Jusoor, a global scholarship and educational charity. His areas of expertise extend to technology policy, digital transformation, Govtech, innovation policies, smart cities development; policy implications of Artificial Intelligence, the 4th Industrial Revolution, big data and open government. Additionally, he has extensive policy and scholarly publications on electronic participation, social media, 'future of government' applications, and the impact of digital transformations in the Arab region, including the influential *Arab Social Media Report* series and the *Arab World Online* series.

Mr. Davoud Taghawi-Nejad
Senior Economist, Whiteshield Partners



Senior Economist with more than 10 years of experience in policy consulting and modeling, spanning from labor market policy, labor-market nationalization policies, and education policies to petrochemical and supply chain modeling. At the Massachusetts Institute of Technology, Davoud led a detailed labor market modeling project to nationalize a labor market. The model was delivered as a web-based policy simulator and used by the Ministry of Labor to create and test new policies. Davoud was invited as an expert in e-governance and model-based policy making by the Joint Research Center of the European Commission in 2016. Davoud led the creation of the largest agent-based model of the petrochemical sector modeling all plants on the globe. He published a series of papers on business cycles, network effects of central bank policy and the use of computational methods in economics.

Areas of Expertise: Labor market policies, Labor market nationalization, Economic Policies, Education Economics, eGovernance, Microsimulation, Agent-Based modeling, Economic modeling, SD modeling, Supply chain modeling, Public finance modeling, and Microsimulation.

Education: Post-Doc, Economics, University of Oxford; Post-Doc, Labor Market Economics, MIT; PhD, Economics and Innovation, University of Turin.

Ms. Jane Treadwell
Lead in Government Transformation for the Asia Pacific and Japan region in Amazon Web Services



Jane is the Lead in Government Transformation for the Asia Pacific and Japan region in Amazon Web Services. She built a career in citizen driven and technology-enabled public sector reform and government transformation. She led large scale whole-of-government and individual agency modernisation programs in Australia. Jane's first CIO role was to create digital and integrated service transformation for Centrelink's 9m customers. Her challenge was to manage organisational and tech change whilst running one of Australia's largest IT shops, to introduce customer self-service, reduce costs and lift operational excellence. She received the Australian National CIO of 2005 in recognition of this success. Later roles included Victorian State Government CIO, international consultant in transformation and digital leadership; and CEO of DesignGov, a national multi-sector collaboration platform for wicked problem-solving followed. In 2015 Jane joined the World Bank to run its digital development practice for governments in Asia, Europe, Latin America and the Caribbean.

Dr. Lei Zheng
Professor, Director of the Lab for Digital and Mobile Governance, Fudan University



Lei Zheng PhD is a Professor at the School of International Relations and Public Affairs, and the Director of the Lab for Digital and Mobile Governance at Fudan University, Shanghai, China. He holds a PhD in Public Administration and Policy from the Rockefeller College of Public Affairs and Policy, University at Albany, State University of New York. His research interests include digital governance, open government data, cross-boundary information sharing, mobile public services, and government use of social media. He serves as a member of the

Editorial Board of Government Information Quarterly, a member of the E-government Advisory Board of China Information Society, and a board member of the Institute of Digital China, State Information Center of China.

RESOURCE PERSONS

Dr. Ayman Alarabiat

Assistant Professor, Amman College for Financial and Managerial Science, Al-Balqa Applied University



Ayman Alarabiat is currently an assistant professor at Amman College for Financial and Managerial Science, Al-Balqa Applied University, Jordan. Ayman has published some papers in the most reputed conferences in the e-Governance area; IFIP EGOV-EPART 2016; ICEGOV2016, 2020; HICSS 2017; and DG.O 18. His research interests include, among others, e-Participation, Information Systems, and e-Government. He has been a member of program committees of the last four editions of the International Conference on Theory and Practice of Electronic Governance – ICEGOV 2017, 2018, 2019, and 2020. Ayman has served as a

consultant and as a co-author of chapter 4 (Local E-Government Development in Cities and Human Settlements) as a part of the United Nations (UN) E-Government Survey 2020. He holds a Ph.D. degree in Information Systems and Technology from University of Minho, Portugal.

Ms. Rehema Baguma

Senior Lecturer and Researcher, Department of Information Systems, Makerere University



Rehema Baguma is currently a Senior Lecturer and Researcher in Information Systems at Makerere University, Uganda. Her research interests include: HCI4D, eGovernance, eLearning, digital inclusion and ICT policy/strategy. She has previously served as the Head, Department of Information Systems at Makerere University and later as the Director Academic Affairs (part-time) at Uganda Technology and Management University. She has published over 40 publications in journals, books as book chapters and international conference proceedings. She has also executed several consultancies in ICT4D in Uganda, Rwanda and other East African countries. For a year

(2016-2017), she worked as a Research Fellow/Consultant for the United Nations University Operating Unit on Policy Driven Electronic Governance (UNU-EGOV) based in Portugal. She has also served as visiting Lecturer in the University of Rwanda, and Kigali Independent University also in Rwanda. Additionally, she served as an external examiner for the Nelson Mandela African Institution of Science and Technology (NM-AIST) in Tanzania and the University of South Africa. She holds a PhD in Information Systems from Radboud University, the Netherlands.

Ms. Mariana Lameiras

United Nations University



Mariana Lameiras is Senior Academic Fellow at the United Nations University Operating Unit on Policy-Driven Electronic Governance (UNU-EGOV) and researcher at the Communication and Society Research Centre (CSRC) of the University of Minho (Braga-Portugal). During the PhD, she was actively involved in research projects with the aim of providing cross-country comparative analysis of media regulation. Her research interests are on Political Economy of Media, Media Regulation, Electronic Governance, Digital Government. More recently, she is dedicated to e-Participation, digital democracy and active citizenship, as well as to (e-government) monitoring and assessment tools. She is national correspondent of the European Audiovisual Observatory collaborator (EAO) and the Institute for Information Law (University of Amsterdam), developing collective studies and writing articles on a permanent basis for IRIS – Legal Observations of the EAO and Merlin database.

Mr. Morten Meyerhoff
United Nations University



Dr. Morten Meyerhoff Nielsen is a EGOV Advisor at the United Nations University Operating Unit on Policy Drive Electronic Governance (UNU-EGOV). For the last 17 years, he has worked with digital transformation of the public sector including ICT facilitated administrative burden reduction, public service delivery, online usability and personalisation, public service delivery ecosystems and one-stop-portal design and usability tests. Other work includes development and evaluation of key strategies for eGovernment and digital transformation and institutional frameworks and performance management. In addition, Morten regularly works with data reuse, eID management and PKI infrastructure, the inclusivity and personalisation of eServices, as well as digital inclusion in relation to social security (ISSA), children and marginalized communities and how to measure this (UNICEF, Digital Future Society). In his research, he has focused on the analysis of global leaders' approach to governance, cooperation, and compliance and applied this to his work with clients and partners. Morten holds a degree in Economics and Political Science from South Africa and the UK and a Phd in Public Administration from Estonia in which he combines theory and practice in an analysis of technology-enabled public sector innovation and transformation. His Phd focuses on digitisation of public service delivery, governance and collaboration models. Past employment includes the Danish Agency for Digitisation, Danish Technological Institute, Policy and Business Analysis, European Institute of Public Administration, Centre for the Development of Enterprise, European Commission DG DEVL, and University of KwaZulu-Natal.

Dr. Gianluca Misuraca
Research Fellow, Danube University Krems and Senior Research Associate, Politecnico di Milano



Gianluca Misuraca is an international policy advisor on Digital Governance, Technology-Diplomacy, Strategic Foresight and Social Innovation. Among his main assignments, he is currently leading the European Commission's Service for Foreign Policy Instruments (FPI) funded facility support project for establishing an "[International alliance for a human-centric approach to Artificial Intelligence](#)" (IA-AI). Gianluca is also a Senior Research Associate at the [Department of Design](#) of [Politecnico di Milano](#) and a Research Fellow at the [Department of eGovernance and Administration](#) of [Danube University Krems](#). In addition, he is a Special Advisor and Member of the Task Force on Democracy in the Digital Age of [Re-Imagine Europa](#) (RIE) and a Senior Advisor at the [Centre for the Digital Economy](#) in Rome, Italy. Gianluca has over 20 years of professional experience at global level, having held positions as policy advisor for different International Organisations, cooperation agencies and consulting firms in the field of

public sector reform and regional development. As a former Senior Scientist at the [European Commission's Joint Research Centre](#) in Seville, from 2009 to 2020, he coordinated research in the area of [Digital Governance and Social Innovation](#), leading policy support in the field of [Digital Government Transformation](#), and acting as [AI Watch](#) Task Leader on [Artificial Intelligence for the Public Sector](#). His background is economics and business administration, with focus on the interface between ICTs and public sector innovation. He holds a Diploma of Specialisation in High Level Studies in EU Economics and Law, a postgraduate diploma in Security Management, an Executive Master in eGovernance and a Ph. D in Management of Technology from the Ecole Polytechnique Fédérale de Lausanne (EPFL), where he was also the Managing Director of the Executive Master in eGovernance, in cooperation with recognised universities and policy institutions in Europe, Asia and North America.

Mr. Dimitrios Sarantis
United Nations University



Demetrios Sarantis is Postdoctoral Fellow at UNU-EGOV. Demetrios graduated in Electrical and Computer Engineering by the National Technical University of Athens, holds a MSc in Operational Research and Information Systems from the London School of Economics and Political Science, and a PhD in e-Government from the National Technical University of Athens. He has been employed in software industry and in the Hellenic Telecommunications and Post Commission (EETT), deploying and managing information systems and services and supporting database information infrastructures. He has also worked as researcher in e-Government Unit in Decision Systems Laboratory of School of Electrical and Computer Engineering at the National Technical University of Athens (NTUA), participating in national and international research projects, in the areas of Government Transformation, Interoperability Frameworks, eParticipation, eGovernment, Process Modelling and Re-engineering in Public Sector. He has worked as researcher in Yale University (USA) in the area of Ontology Data Modelling in Biomedicine. His current research interests are Data Modelling-Ontologies, e-Governance. Public Administration, Information Systems Interoperability and Smart Cities.

Ms. Delfina Soares
Head of the United Nations University Operating Unit on Policy-Driven Electronic Governance (UNU-EGOV)



Delfina Soares is the Head of the United Nations University Operating Unit on Policy-Driven Electronic Governance (UNU-EGOV). Delfina is also an Assistant Professor at the Department of Information Systems of University of Minho (currently on leave), and researcher at the Centro ALGORITMI. Delfina holds a PhD in Information Systems and Technologies (IST) and a MSc in Informatics. Her areas of research and expertise include digital governance at a national, local and sectorial level, electronic government interoperability and cross-agency collaboration, electronic democracy and participation, and digital governance measurement and monitoring. Delfina has been member of organizing, programme and scientific committees of many conferences in the electronic governance and IST areas. Delfina is member of the Executive Committee of the Observatory for the Information Society. Delfina has integrated the advisory board of multiple national and international projects in the digital governance area.

UN DESA STAFF

Mr. Juwang Zhu

Director, Division for Public Institutions and Digital Government - Department of Economic and Social Affairs of the United Nations



Mr. Juwang Zhu is currently Director of the Division for Public Institutions and Digital Government/DESA. In that capacity he leads a team in normative, analytical and capacity-building work in promoting inclusive, effective, accountable institutions that are well equipped to achieve the Sustainable Development Goals (SDGs), including SDG 16. This is the second time Mr. Zhu coordinated the work of the Division - he served as its Director in 2014-2015. Among his various assignments at the UN Secretariat, Mr. Zhu served as Chief of the Office of the Under-Secretary-General/DESA (2008-2013). In that capacity he advised the Under-Secretary-General on a range of policy and management issues. During this period, Mr. Zhu also coordinated the Department's substantive advice to the Executive Office of the Secretary-General on development issues and on the restructuring of DESA's capacity building programme. Mr. Zhu was Special Advisor to the Secretary-General of the United Nations Conference on Sustainable Development (Rio+20), and in that capacity assisted in coordinating support for the Conference. He also contributed to the departmental support for Rio+20 follow-up, including work on the 2030 Agenda and the SDGs (2013-2014). As Director of the Division for Sustainable Development Goals (Jan 2016- February 2019), Mr. Zhu coordinated the Secretariat support for the High-level Political Forum, the UN Ocean Conference, and the Global Sustainable Transport Conference. Prior to his reassignment to DESA in 1993, Mr. Zhu had previously worked as a policy analyst in the secretariat of the UN World Food Council and in the UN Office in Geneva. He joined the UN Secretariat in 1985. Born in Shanghai, August 1961, Mr. Zhu graduated from the Shanghai International Studies University in 1982 and did post-graduate studies in Beijing Foreign Studies University. He has an MSC in financial economics from University of London and an MA in international relations from Webster University.

Mr. Vincenzo Aquaro

Chief, Digital Government Branch, Division for Public Institutions and Digital Government, UN DESA



Mr. Vincenzo Aquaro is the Chief of the Digital Government in the Division for Public Institutions and Digital Government - Department of Economic and Social Affairs of the United Nations, supporting the Secretariat in promoting digital government, and leading the UN flagship publication E-government Survey. In 2019 Aquaro was named in Apolitical's list of the World's Top 100 most influential people in digital government. Aquaro has 30 years of experience in ICT in the public sector including extensive senior leadership. He has served as CEO of an Italian corporate specialized in project management and evaluation of strategic ICT projects, and as chairman of the Consortium for Automation and Risk Management in Agriculture, specialized in ICT bank solutions for SME in agriculture. With the University of Roma he also co-chaired two editions of the Master Degree in ICT Governance in Public Administration. Aquaro holds a Master Degree in Electronic Engineering from University of Bari, Italy.

Ms. Arpine Korekyan

Governance and Public Administration Officer, Division for Public Institutions and Digital Government, UN DESA



Arpine Korekyan is a Governance and Public Administration Officer at the Division for Public Institutions and Digital Government of UNDESA. Among many topics, her work during the last 6 years focused on blockchain, open government data, digital/electronic government, public participation, and public-sector innovation. She has more than 18 years of overall experience and prior to UNDESA her career progressed in socio-economic development filed in Eastern Europe and Central Asia, and select countries is East Asia, Latin America, Africa, and the Middle East. She holds Master's degree in Public Administration from Harvard Kennedy School of Government (2009), Master of Science degree in Development Management from the London School of Economics and Political Affairs, (2003) and Master of Arts degree in International Relations and History from Yerevan State University (1996).

Mr. Wai Min Kwok

Senior Governance and Public Administration Officer, Division for Public Institutions and Digital Government, UN DESA



Wai Min Kwok joined the United Nations Secretariat in 2008. Before that, he spent over ten years in the energy and information technology sectors as an engineer and a technopreneur. In UN DESA, he has been entrusted with a portfolio of roles, including as one of the lead authors for selected editions of the UN E-Government Survey and the World Public Sector Report. His areas of expertise span a range in sustainable development, public policy, public administration and management, digital government, digital transformation and Internet governance. For three consecutive years in 2011-2013, he was the Secretary of the UN Committee of Experts on Public Administration (CEPA), a subsidiary body of the Economic and Social Council. Wai Min Kwok was formerly a Lee Ka-Shing graduate scholar and Mobil Oil scholar. He has a postgraduate master's in public administration with the Lee Kuan Yew School of Public Policy and an honours degree in electrical engineering at the National University of Singapore.

Mr. Deniz Susar

Governance and Public Administration Officer, Division for Public Institutions and Digital Government, UN DESA



Deniz Susar is a Governance and Public Administration Officer, Digital Government Branch, Division for Public Institutions and Digital Government is a Governance and Public Administration Officer at the Division for Public Institutions and Digital Government of UNDESA. Deniz's main work areas include digital government and preparation of the biannual UNDESA flagship publication 'United Nations E-Government Survey'. As part of his current role, he also supports the Internet Governance Forum (IGF). His main research areas include e-government, open government, citizen engagement, internet governance, artificial intelligence and other frontier technologies and open government data. Deniz holds a Master Degree on International Political Economy and Development from Fordham University, New York, United States and a Computer Engineering degree from the Bosphorus University of Istanbul, Turkey.