

LUCY DADAYAN

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QUALIFICATIONS

- Experience of information and public policy analysis
- Experience of advanced quantitative and qualitative data analysis techniques and methods
- Experience of preparing briefs and research reports
- Excellent analytical, research and project management skills
- Strong interpersonal, negotiation, communication and presentation skills

EDUCATION

2004 – current
Albany, NY

PhD Candidate

College of Computing and Information, State University of New York at Albany
Specialization: Decision and Policy Sciences; Information, Government and Democratic Society

2000 – 2004
Albany, NY

Masters of Public Administration and Post-Graduate Certificate

Nelson A. Rockefeller College of Public Affairs and Policy, State University of New York at Albany
Specialization: Policy Analysis; Decision-Making and Management Science; IT Management

1998 – 2000
Yerevan, Armenia

Masters of Arts

College of Political Science, American University of Armenia
Specialization: Comparative Public Administration; Conflict Resolution

1993 – 1998
Yerevan, Armenia

Bachelor of Sociology

Department of Sociology, Yerevan State University
Major: Public Policy Analysis, Conflict Resolution

EMPLOYMENT

2001 – Current
Albany, NY

Nelson A. Rockefeller Institute of Government

Research Associate/Senior Policy Analyst

- Evaluate and analyze public policy, fiscal policy, state budgets, and economic indicators
- Use advanced techniques and methods for quantitative and qualitative data analysis
- Write research reports and briefs on state and local government fiscal issues

9/2004 – 8/2007
Albany, NY

Center for Technology in Government, University at Albany

Research Assistant

- Conducted case studies for measuring ROI analysis for government IT, to provide government officials with recommendations for IT investment planning and decision-making
- Conducted research on digital preservation issues; developed a toolkit to assist governments in formulating strategies for the preservation of significant government information in digital form

11/2001 – 7/2004
College Park, MD

Center for International Development and Conflict Management, University of Maryland

Independent Evaluator and Consultant

- Monitored, evaluated and communicated the progress of USAID funded project “Partners in Conflict in Lesotho: A Sustained Program for Civil Society, Peace, and Capacity Building.”
- Delivered quarterly project performance reports and annual project evaluation reports to assess the status and impact of the peace and capacity-building project
- Collaborated with major stakeholders to establish strategic plans; identified and documented lessons learnt; provided recommendations for improvement

- 8/2001 – 10/2001
College Park, MD **Center for International Development and Conflict Management, University of Maryland**
Research Assistant/Teaching Assistant
- Provided research assistance on conflict resolution and diplomacy issues for a book titled "Second Track/Citizens' Diplomacy" by John Davies and Edy Kaufman
 - Provided teaching assistance for two summer courses: "Second Track Diplomacy" and "Conflict Management"
- 6/2001 – 7/2001
New York, NY **Department of Economic and Social Affairs, United Nations Headquarters**
Graduate Program Intern
- Managed organizational activities for various conferences, workshops, and seminars
 - Conducted research on conflict resolution; developed interactive database on conflict management information resources
- 1/1998 – 8/2000
Yerevan, Armenia **"Areg-73" Youth Scientific-Cultural Association**
Sociologist
- Conducted research on elections, political marketing, and public health
 - Analyzed quantitative and qualitative data
- 9/1997 – 12/1997
London, UK **Barnardo's Organization**
Social Worker
- Provided counseling to orphan children ages 5 to 12 at foster homes
 - Monitored and evaluated foster parents performance in relation to foster children care

CONFERENCE AND JOURNAL PUBLICATIONS

- "Can Government be a Good eBay? Using Online Auctions in the Sale of Surplus Property." With Enrico Ferro. *European Journal of E-Practice*, Issue 2, 2008
- "The Role of Technology in Medical Decision-Making and Judgment." Proceedings of 14th European Conference on Information Management Evaluation, 2007
- "Advancing Return on Investment Analysis for Government Information Technology." With Anthony Cresswell, Theresa Pardo, and Brian Burke. Proceedings of 8th Annual International Digital Government Research Conference, 2007
- "Broadband and E-Government Diffusion." With Enrico Ferro and Daniele De Leonardis. Proceedings of 40th Annual Hawaii International Conference on System Sciences (CD-ROM), Computer Society Press, 2007
- "Measuring Return on Government IT Investments." Proceedings of 13th European Conference on Information Technology Evaluation, 2006
- "ROI Analysis in e-Government Assessment Trials: The Case of Sistema Piemonte." With Tommaso Carratta and Enrico Ferro. Proceedings of 5th International Conference on Electronic Government – EGOV'06, Notes in Computer Science (LNCS), 2006
- "Can Government be a Good eBay? The Use of Online Auctions in the Sale of Surplus Property." With Enrico Ferro. Proceedings of 39th Annual Hawaii International Conference on System Sciences (CD-ROM), Computer Society Press, 2006
- "When Technology Meets the Mind: Comparative Study of Technology Acceptance Model." With Enrico Ferro. Proceedings of 4th International Conference on Electronic Government – EGOV'05, Notes in Computer Science (LNCS), 2005
- "The Role of the Workforce Investment Act of 1998 in the Provision of Human Services." With Patricia L. Billen and Richard P. Nathan. Presented at the Annual Research Conference Association for Public Policy Analysis and Management (APPAM), 2003

RESEARCH REPORTS AND OTHER PUBLICATIONS

- "State Funding for Children: Spending in 2004 and How It Changed From Earlier Years." With Patricia Billen, Donald Boyd, and Thomas Gais. Nelson A. Rockefeller Institute of Government, October 2007
<http://www.rockinst.org/publications/subpage.aspx?id=12714>

- "New Findings on the End of Post-Reform Growth in Social Services: Social Welfare Spending by State and Local Governments." With Thomas Gais and Suho Bae. Nelson A. Rockefeller Institute of Government, August 2007
<http://www.rockinst.org/publications/subpage.aspx?id=12084>
- "The Supervisory District of Albany, Schoharie, Schenectady, and Saratoga Counties: A Study of Potential Educational Reorganization in the Capital Region." With Robert Ward, et al. Nelson A. Rockefeller Institute of Government, July 2007
<http://www.rockinst.org/WorkArea/showcontent.aspx?id=12056>
- "The End of Post-Reform Growth in Social Services: Social Welfare Spending by State and Local Governments, 1977-2004." With Thomas Gais and Suho Bae. Nelson A. Rockefeller Institute of Government, April 2007
<http://www.rockinst.org/publications/subpage.aspx?id=11656>
- "Fourth Quarter 2006 State Tax Revenue Report — A Cautionary Tale." With Alison Grinnell. Nelson A. Rockefeller Institute of Government, March 2007
<http://www.rockinst.org/publications/subpage.aspx?id=9918>
- "Service New Brunswick (Case Study)." With Theresa A. Pardo. Center for Technology in Government, University at Albany, 2006
http://www.ctg.albany.edu/publications/reports/proi_case_service/proi_case_service.pdf
- "The Commonwealth of Pennsylvania's Integrated Enterprise System (Case Study)." With Sharon S. Dawes and G. Brian Burke, Center for Technology in Government, University at Albany, 2006
http://www.ctg.albany.edu/publications/reports/proi_case_integrated/proi_case_integrated.pdf
- "Building State Government Digital Preservation Partnerships: A Capability Assessment and Planning Toolkit." With Theresa Pardo, et. al. Center for Technology in Government, University at Albany, 2005
http://www.ctg.albany.edu/publications/guides/digital_preservation_partnerships
- Armenia, Azerbaijan, Georgia, and Hungary country reports in Tate, C. Neal, ed. "Governments of the World: A Global Guide to Citizens' Rights and Responsibilities." Farmington Hills, MI: Gale Group, December 2005
- "Spending on Social Welfare Programs in Rich and Poor States." With Thomas Gais, Patricia L. Billen and the Lewin Group. Nelson A. Rockefeller Institute of Government, June 2004
<http://www.rockinst.org/publications/subpage.aspx?id=6564>
- "State Prison-Building Boom May Be Over, But Spending on Prison Operations Continues To Grow." Nelson A. Rockefeller Institute of Government, July 2004
<http://www.rockinst.org/publications/subpage.aspx?id=7216>

SKILLS

- Computer: Statistics (*Stata*, *SPSS*, *Statistica*), Modeling (*Vensim*), Mapping (*ArcView*), Microsoft Office (Word, Excel, Access, PowerPoint), Dreamweaver, FrontPage, Photoshop
- Languages: Fluent in English, Russian, and Armenian

ACADEMIC SERVICE

- Reviewer for Hawaii International Conference on System Sciences (HICSS)
- Reviewer for Annual International Conference on Digital Government Research

AWARDS AND HONORS

- Graduate Scholarship for PhD program, 2004-2007
- Peace Research Foundation Scholarship for post-graduate program, 2003-2004
- Armenian Student Association Scholarship for post-graduate program, 2003
- Edmund S. Muskie / Freedom Support Act Fellowship Program, U.S. Department of State, 2000-2002
- Graduate Assistantship for MA program, 1999-2000
- Diploma with Distinction for BA degree, 1998
- Scholarship for exchange study program at London School of Economics, Fall 1997