

David Landsbergen, Jr.

**John Glenn School of Public Affairs
Ohio State University
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Columbus, Ohio 43210
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Education

Doctor of Philosophy (Ph.D., December, 1987), in Public Administration, The Maxwell School, Syracuse University. Specialization in Technology and Information Policy and in Public Administration and Law. Dissertation: "The Credibility of Policy Arguments: An Experiment on the Effects of Advocacy and Computer Media." Dissertation Advisor: Barry Bozeman.

Juris Doctor (1984), Syracuse University College of Law. Specialization in Regulation / Communications Policy.

Master of Public Administration (1984), Maxwell School, Concentration in Technology and Information Management.

Bachelor of Arts (1981), Rutgers College. Majored in Economics and Philosophy.

Areas of Research and Teaching Interest

Information Technology Policy and Management

Public Administration and Law

Science and Technology Policy

Teaching Experience

Public Management Information Systems

Intellectual History of Public Administration

The Legal Environment of Public Administration

Public Policy and Program Implementation

Statistical Analysis for Public Managers

Special Issues in Telecommunications and Information Systems

Publications

Landsbergen, D. and Gerke, B. (February, 2006). "Human Error, Trust and Trustworthiness" Battelle Policy Day Working Paper.

Landsbergen, D. and Rajiv Ramnath (May, 2005) "Strategic Planning and Execution for Information-Technology Enabled Sense-and-Respond in Complex Public Organizations" in *Communications of the Association for Computing Machinery Special Issue on Adaptive Complex Enterprises*.

Landsbergen, D. (2005). "Electronic Records in the State of Ohio", Unpublished funded research monograph for the Ohio Electronic Records Committee.

Landsbergen, D. (2004) "Screen-Level Bureaucracy: Databases as Public Records" in Government Information Quarterly. 21(1): 24-50.

Landsbergen, D. and Wolken, G. (2001). "Realizing the Promise: Government Information Systems and the Fourth Generation of Information Technology" Public Administration Review.

Landsbergen, D. and Orosz, J. (1997). "Why Public Managers Should Not Be Afraid to Enter the Gray Zone: Strategic Management and Public Law," Administration and Society 28(6): 238-265.

Landsbergen, D., Loveless, S., Coursey, D., and Shangraw, R. (1996). "The Relationships between Decision Confidence, Commitment and Intelligent Advisory Systems: An Experimental Study," Journal of Public Administration Research and Theory.

Landsbergen, D. and Sueyoshi, T. Editors) (1994). "Japanese and American Approaches to Building a National Information Infrastructure: A Comparative Approach", Telematics and Informatics 11(3).

Landsbergen, D., Shiang, J., and Byrnes, P. (1994). "Fiber Optic Highways and Network Bridges: Planning for the Telecommunications Needs of the City in the 21st Century", Telematics and Informatics, 11(3).

Adams, C. Landsbergen, D., and Hecht, D. (1993). "Organizational Impediments to Paternity Establishment and Child Support," Social Services Review.

Landsbergen, D., Bernt, P. and Kruse, H. (1993). "The Effect of New Technologies on the Local Loop," Telematics and Informatics.

Nutt, P., Landsbergen, D., and Shiang, J. (1993). "Assessing the Public Interest in Regulatory Decisions," 1993 Decision Sciences Institute Proceedings.

Landsbergen, D. (1993). "Digital Telecommunications Standards: A Problem of Procedures and Values," Informatization and the Public Sector,

Landsbergen, D., Bozeman, B. and Bretschneider, S. (1992). "Policy Decision-Making and Argument Prototypes: A Laboratory Study of the Effects of Perceived Decision Difficulty," Journal of Public Administration Research and Theory.

Landsbergen, D., Bernt, P., and Kruse, H. (1992). The Impact of Alternative Technologies on Universal Service and Competition in the Local Loop. (Columbus, OH: The National Regulatory Research Institute).

Adams, C. Landsbergen and Larry Cobler (1992). "Welfare Reform and Paternity Establishment: A Social Experiment," Journal of Policy Analysis and Management.

Adams, C., Landsbergen, D., and Hecht D. (1992). Inter-Organizational Dependencies and Paternity Establishment for the U.S. Department of Health and Human Services, Planning Division.

Landsbergen, D., Shiang, J., Nutt, P., and Backoff, R. (1992). "Strategy Formulation and the Creation and Maintenance of Issue Tension Fields," Proceedings of the National Conference on Public Management Research.

Adams, C., Landsbergen, D. and Hecht, D. (1992). "Interorganizational Dependencies and Paternity Establishment," in Paternity Establishment: A Public Policy Conference, Vol. 1. Institute for Research on Poverty, University of Wisconsin, August, 1992.

Landsbergen, D. and Coursey, D. (1991). Symposium Introduction, "Is the Production of Good Knowledge, Good Enough?" Journal of Management Science and Policy Analysis, Spring/Summer, 1991.

Landsbergen, D. (1991). "The Effect of Scientific Education on the Use of Scientific and Technical Information in Policy Analysis," Journal of Management Science and Policy Analysis, Spring, 1991.

Landsbergen, D. , Coursey, D., Shangraw, R., and Loveless, S. (1990). "Meritorious or Meritless? An Experimental Study of Expert Systems in Personnel Selection" in JAI Press Annual Advances in the Implementation and Impact of Computer Systems (J. Morrel and M. Fleischer, (Eds.)), October, 1990.

Adams, C., Landsbergen, D., and Cobbler, L. (1990). "Evaluating the Impact of the Cuyahoga County Paternity Establishment Demonstration Project 'Parents for Ohio's Children'", for the Ohio Bureau of Child Support, January, 1990.

Landsbergen, D., Bozeman, B., and Bretschneider, S. (1989). "Policy Decision Making and Argument Prototypes: The Effects of Perceived Decision Difficulty," Academy of Management Proceedings, August, 1989, pp. 312-316. (1 of 2 "Best Public Sector Papers").

Bozeman , B. and Landsbergen, D. (1989), "Truth and Credibility in Sincere Policy Analysis: Alternative Approaches for the Production of Policy-Relevant Knowledge," Evaluation Review, August, 1989, Vol. 13, No. 4.

Jabbour, K., Vega-Riveros, F., Landsbergen, D., and Meyer, W. (1988). "ALFA: Automated Load Forecasting Assistant," IEEE Transactions on Power Apparatus Systems, August, 1988, Vol. 3, No. 3.

Landsbergen, D. and Bozeman, B. (1987). "Credibility Logic and Policy Analysis: Is there Rationality without Science? Knowledge, March, 1987, Vol. 9, No. 1.

Jabbour, K., Vega-Riveros, F., Landsbergen, D., and Meyer, W. (1987). "ALFA: Automated Load Forecasting Assistant," Proceedings of the Western Conference on Expert Systems, WESTEX-87, Anaheim, California, pp. 209-214.

Jabbour, K., Vega-Riveros, F., Landsbergen, D. and Meyer, W. (1986). "Short Term Electric Load Forecasting Using Pattern Recognition," CASE Center Technical Report, No. 8606, June, 1986.

Conference Presentations

Landsbergen, D. and Gerke B. (February, 2006) "Human Error, Trust, and Trust Worthiness" to the Battelle Policy Day on Privacy.

Landsbergen, D. and Crandall, Al (March 30, 2005) "Electronic Records Management in the State of Ohio: Current Policy and Management Practices and Future Recommendations" to the Ohio Electronic Records Committee.

Landsbergen, D. "Internet2 and You" to the Association of Telecommunications Professionals", September 6, 2000. (Invited Session by Internet2).

Landsbergen, D. "Technology Transfer and Internet2" Internet2 Technical Meeting, Atlanta, October 30, 2000.

Landsbergen, D. "Extending the Network: Implementation of Regional Technology Policy" to the Columbus Technology Leadership Council, April 16, 1999.

Landsbergen, D. "Digital Government." Invited participant to this NSF program to identify new directions for funding research on government and information technology, 1999.

Landsbergen, D. "Interoperability of Government Information Systems." APPAM, October, 29, 1999.

Landsbergen, D. "Interoperability of Government Information Systems" to the Intergovernmental Enterprise Panel, August , 1995.

Acker, S. and Landsbergen, D. "Using Distance Education to Span Cultures: The Transmission of Cultural and Social Values in International Collaborative Courses" at the UNED Conference on Values in Distance Education, San Jose, Costa Rica, Central America, September 8, 1994.

Landsbergen, D. "The National Information Infrastructure and Education" at the Center for Advanced Study in Telecommunications Conference, "Finding Our Way", June 24, 1994.

Landsbergen, D. "Telecommunications Infrastructure, Economic Development and the Proposed National Information Infrastructure", to the Center for Advanced Study of Telecommunications, December 1, 1994.

Landsbergen, D. and Orosz, J. "Why Public Managers Should Not Be Afraid to Enter the 'Gray Zone': A Proposal for a More Robust Understanding of the Relationship Between Strategic Management and Public Law," at the Academy of Management, Public Sector Division, August, 1993, Atlanta, Georgia.

Landsbergen, D. "New Directions in High Technology Policy Under the Clinton Administration," Kansai Productivity Center, June, 1993, Osaka, Japan.

Landsbergen, D. "It Was Precisely What We Go Nuts About When the Japanese Do It: A Comparison of Japanese, European Community and United States Approaches to the Development of an High-Definition Television Standard," to the faculty and students of the Osaka International University, June, 1993, Osaka, Japan.

Landsbergen, D. "Fiber Optic Highways and Network Bridges: Planning for the Communications Infrastructure Needs of the 21st Century" to the Center for Advanced Study of Telecommunications, December 1, 1992.

Landsbergen, D. "Fiber Optic Highways and Network Bridges: Planning for the Communications Infrastructure Needs of the 21st Century" to the Columbus Area Chamber of Commerce, November 7, 1992.

Landsbergen, D. "The Effect of New Technologies on the Local Loop" at the Annual Research Conference of the Association for Public Policy Analysis and Management, October, 1992, Denver, Colorado.

Landsbergen, D. "Digital Communication Standards: A Problem of Procedures and Values" at the Annual Research Conference of the Association for Public Policy Analysis and Management, October, 1991, Bethesda, Maryland.

Landsbergen, D. "Credibility Logic: Rationality Without Science", at the Academy of Management, Public Sector Division, August, 1991, Las Vegas, Nevada.

Adams, C., Landsbergen, D., and Hecht, D. "Inter-Organizational Dependencies and Paternity Establishment" at the Annual Research Conference of the Association for Public Policy Analysis and Management, October, 1991, Bethesda, Maryland.

Landsbergen, D., Shiang, J., Nutt, P. and Backoff, R. "Strategy Formulation and the Creation and Maintenance of Issue Tension Fields" at the National Conference for Public Management Research, September, 1991, Syracuse, N.Y.

Bretschneider, S., Cimitile, C. and Landsbergen, D. "Planning for Information Management: Who does it and what makes for an effective information technology plan?" at the Annual Research Conference of the Association for Public Policy Analysis and Management, October, 1990, San Francisco.

Adams, C. and Landsbergen, D. "The Court-Agency Relationship in Paternity Establishment" at the Annual Research Conference of the Association for Public Policy Analysis and Management, October, 1990, San Francisco.

- Storbeck, J. and Landsbergen, D. "Measuring Efficiency in Public Sector Retailing" at the Applied Geography Conference, October, 1990, Charlotte.
- Landsbergen, D. and Storbeck, J. "Spatial and Aspatial Efficiency in Public Sector Retailing" at the ORSA/TIMS, October, 1990, Philadelphia.
- Landsbergen, D., Adams, C., and Cobbler, L. "Welfare Reform and Paternity Establishment: A Social Experiment" at the Annual Research Conference of the Association for Public Policy Analysis and Management, October, 1989, Washington, D.C.
- Landsbergen, D. "Joint Network Planning and the Establishment of Technical Standards" 75th Annual SCA meeting, November 11, 1989, San Francisco.
- Landsbergen, D. and Storbeck, J. "Locational Analysis as an Aid to Location Decision-Making" at the ORSA/TIMS, October, 1989, New York.
- Landsbergen, D., Bozeman, B., and Bretschneider, S. "Policy Decision Making and Argument Prototypes: A Laboratory Study of the Effects of Perceived Decision Difficulty," at the Academy of Management, August, 1989, Washington, D.C.
- Landsbergen, D. "Joint Network Planning and the Establishment of Technical Standards" at the 1989 ASPA Conference, April, 1989, Miami.
- Landsbergen, D., Loveless, S., Coursey, D., and Shangraw, R. "The Relationship between Decision Confidence, Commitment and Decision Support Systems" at the Fall, 1988 ORSA/TIMS, Denver.
- Landsbergen, D. and Macce, B. "Computers and Communications: The Public Issues," Region 8 ASPA Conference, Toledo, Ohio, 1988.
- Landsbergen, D. and Bozeman, B. "Truth and Credibility in Sincere Policy Analysis: Alternative Approaches for the Production of Policy Relevant Knowledge" at the Academy of Management Meeting, August, 1988, Los Angeles.
- Landsbergen, D. "Joint Network Planning: A Problem of Procedure and Values," OSU/Ameritech Telecommunications Roundtable, February 18, 1988, Columbus.
- Loveless, S., Landsbergen, D., Shangraw, R., and Coursey, D. "Computer-Assisted Decision-Making in the Public Sector: An Experimental Study," at the Annual Research Conference of the Association for Public Policy Analysis and Management, October, 1987, Washington, D.C.

Landsbergen, D. Invited Panel Participant at the Annual National Association for Schools of Policy Analysis and Administration on "Management Information Systems and Communications in the Public Sector: Issues in Research and Teaching," October, 1987, Seattle.

Landsbergen, D. and Shangraw, R. "Making Theoretical Knowledge Practical Through the Use of Expert Systems Technology," at ASPA, March, 1987, Boston.

Landsbergen, D., Bozeman, B., and Bretschneider, S. "Policy Decision Making and Argument Prototypes: A Laboratory Study of the Effects of Perceived Decision Difficulty," at ORSA/TIMS, March, 1987, New Orleans.

Jabbour, K., Landsbergen, D., Meyer, W., and Vega-Riveros, F. "ALFA: An Automated Load Forecasting Assistant," IEEE Power Engineering Society 1987 Summer Meeting, July 12-17, 1987, San Francisco.

Funded Research

Battelle - John Glenn Institute "Policy Day" Invited paper (together with Brett Gerke). "Human Error, Trust and Trustworthiness" (2005) (\$2,000).

John Glenn Scholar, (together with Angela Stuber, The Ohio Community Computing Network) from the Ohio State University John Glenn Institute for Public Policy and Service. "Developing Coordinated Regional Efforts to Provide Access to Information Technology and Training." (2003) (\$20,000).

Ohio State Universities Libraries, "Determining the Effectiveness of the Ohio Electronic Records Committee and Future Work" \$7,000.

Office of the President, The Ohio State University and the Office of the Vice-President for Research, The Ohio State University. "Best Practices in the Development and Management of Regional Technology Councils." (\$8,006).

College of Business, Research Committee, Dean's Summer Research Fellowship, "A Transactions Analysis Model of the Adoption of Network Telecommunications Standards," (\$12,000).

The Ohio State University, Office of Research, Interdisciplinary Research Program, "The Time Sensitive Library and the Process of Researching the Future: Networked Multimedia Workstations as Tools for Collaboration," (\$52,000)(with Steven Acker and James Bracken).

College of Business, Research Committee, Small Seed Grant, "Exploring the Business - Government Relationship: The Case of Sematech," (\$920).

College of Business, Teaching Committee Award for developing teaching materials, "Exploring the Business/Government Relationship: The Case of HDTV," (\$1,100).

Ohio State University, Committee on Urban Affairs, "Fiber Optic Highways and Network Bridges: Planning for the Communications Infrastructure Needs of the 21st Century," (1992) (\$14,007). The project has been expanded and is now receiving additional support from the Greater Columbus Area Chamber of Commerce, Information Services Committee (\$750).

Ameritech Research Fellow (1990), "Joint Network Planning: The Problem of Establishing Technical Standards" (\$13,000).

U.S. Department of Health and Human Services (1990), "Interorganizational Linkages, Computer Systems and the Legal Establishment of Paternity" (\$85,000)(with C. Adams).

College of Business, Ohio State University (1989), "Location Decision-Making" (\$4,500)(with James Storbeck).

Ohio Department of Human Services, Office of Child Support and Enforcement (1989), "Evaluation of Paternity Establishment Program" (\$35,000) (with Charles Adams).

Ohio Department of Human Services, Office of Child Support and Enforcement (1988), "Evaluation of Paternity Establishment Program" (\$35,000) (with Charles Adams).

Ohio State University Seed Grant (1988). "Transferring Legal Information Through the Use of Expert Systems Technology" (\$15,000).

Professional Experience

Associate Professor (Spring, 1994 - Present), School of Public Policy and Management, The Ohio State University.

Chair, Doctoral Studies Committee, (September, 2002 - Present). School of Public Policy and Management.

Visiting Faculty, Center for Technology in Government, State University of New York at Albany, Spring, 2003 – Present.

Center Fellow, Center for Law, Policy, and Social Science, September, 2003

Adjunct Professor (Since Spring, 1995), Department of Journal and Communications, The Ohio State University.

Research Associate (January, 1995 - 1999), The National Regulatory Research Institute.

Assistant Professor (Autumn Quarter, 1987 - Spring, 1994), School of Public Policy and Management, The Ohio State University.

Consultant, ECLIPS, The Ohio Supercomputer Center, "Eliminating Legal and Policy Barriers to Interoperable Government Systems." (December, 1997 - August, 1998).

Consultant, Public Management Programs, School of Public Policy and Management, "A Feasibility Assessment of the Need for Leadership Training For the Service Delivery Professional." (January, 1998 - Present).

Consultant, Public Management Programs, Presented contracted seminar to Middle- and Senior Level Executives on Government and the Internet using materials developed on the World Wide Web. Materials can be reviewed at: <http://www.cob.ohio-state.edu/facstf/homepage/landsbergen/Class/Welcome.htm>

Contracted Researcher, "Providing Quality Service: The New Paradigms in the Telecommunications Industry" for the National Regulatory Research Institute, June, 1995-Present (with Vivian Davis, Larry Blank, John Hoag, and Nancy Zearfoss).

Speaker, A Seminar for Second Year Legislators (The Ohio Senate and the Ohio House of Representatives) on Economic Development Incentives. Sponsored by the Public Management Program of the School of Public Policy and Management and Cleveland State University, "Fiber Optic Highways and Network Bridges: Planning for the Communications Infrastructure Needs of the 21st Century."

Speaker, College of Business, Executive Education Program, "New Directions in High Technology Policy Under the Clinton Administration" to a delegation of national, state, and local science and technology policy administrators from the People's Republic of China (August, 1993).

Consultant, The Columbus Area Chamber of Commerce, Information Services Committee, "Telecommunications Infrastructure Needs of Business and Government to Support Economic Development" (Present-September, 1993).

Contracted Researcher, "The Effect of New Technology on the Local Loop," National Regulatory Research Institute, January-June, 1992 (with Phyllis Bernt and Hans Kruse).

Speaker, Center for the Advanced Study of Telecommunications, "Digital Telecommunications Standards: A Problem of Procedures and Values", CAST Symposium, October, 1991.

Consultant, State of Ohio, Department of Administrative Services. Series of seminars targeted to senior level executives on "Public Policy: Its Development and Meaning" (with Robert Backoff), 1990.

Graduate Assistant (1984-1987), Barry Bozeman, Maxwell School, Syracuse University. Assisted in teaching a course on science and technology policy. Assisted in the Technology and Information Policy Program through the use of various mainframe and microcomputer softwares. Also responsible for training individuals in the use of these softwares.

Graduate Assistant (1984-1987), Walter Meyer and Kamal Jabbour, Institute for Energy Research, School of Engineering, Syracuse University. Member of group that built an automated load forecasting assistant. Personally responsible for conducting a literature survey of the state-of-the-art in electric load forecasting techniques and research; modeling electric load demand; assigning weights for pattern matching algorithm; and designing interface between the forecasting assistant and the corporate user.

Graduate Assistant (1984), David Rosenbloom, Maxwell School, Syracuse University. Assisted in the editing of an introductory text on Public Administration; helped prepare a paper on medical health records by contributing a section on confidentiality and access to medical health records; prepared case materials for "Public Administration and Democracy."

Consultant (1986-1987), Niagara Mohawk Power Corporation, Syracuse, N.Y. Consulted on the creation of a marketing database for the purpose of identifying manufacturers that can utilize new process and production technologies in the Niagara Mohawk Service Area.

Consultant, New York State Public Service Training Program in Management Information Systems. Lectured at New York University on "Theories of Structured and Unstructured Decision-Making." (November 11, 1986).

Professional Service

A. Panel Chair:

- 1998 APPAM, "The Year 2000 Computers Problem: Improving Implementation Through Sharing Information"
- 1991 APPAM (Bethesda, Maryland), "Telecommunications Policy."
- 1990 ORSA/TIMS (Philadelphia), "Public Management Information Systems."
- 1989 ASPA Conference (Los Angeles), "Knowledge Utilization."
- 1988 Region 8 ASPA conference panel coordinator. Responsible for organizing three panels relating to telecommunications and MIS for meeting held in Toledo, October, 1988. The panels included: 1) "The Role of Computers and Communications in the Strategic Use of Information"; 2) "Geographic Information Systems: State and Local Experiments"; 3) "Computers and Communications: The Social Issues."

B. Reviewer

- American Political Science Review
- Decision Sciences
- Journal of Economics and Business
- Journal of Public Administration Research and Theory
- Journal of Public Affaris Education
- MIS Quarterly
- Operations Research
- Public Administration Review
- 1990 Midwest Decision Sciences Institute Meeting

C. Symposium Editor

"Japanese and American Approaches to Building a National Information Infrastructure: A Comparative Approach", Telematics and Informatics (1994) (with Toshiyuki Sueyoshi).

"Is the Production of Good Research Good Enough?: The Problem of Knowledge Utilization" for the Journal of Management Science and Policy Analysis (Spring, 1991).

D. Conference Chair

Program Co-Chair (with Varghese Jacob), The 20th Annual Conference of the International Business School Computer Users Group, Ohio State University, July, 1992.

E. Conference Organizer

Minitrack Coordinator on Privacy, Transparency, and Trustworthy E-Government Systems panels for the 2009 “Hawaii International Conference on System Sciences (HICSS-42), January 5-8, 2009.

Conference Organizer, Center for the Advanced Study in Telecommunications, “The Changing Telecommunications Environment: Implications for Small and Medium Businesses and Public Organizations”, April 25, 1997.

F. Special Service

NASPAA Site Visitor with the Askew School of Public Administration and Policy, Florida State University, Tallahassee, Florida, February 22-24, 2005.

NASPAA Site Visitor with the Truman School of Public Affairs, University of Missouri, Columbia, February 16-19, 2005.

Chair, 1991 Best Dissertation Award Committee, Academy of Management, Public Sector Division.

Committee Member, 1990 Best Dissertation Award Committee, Academy of Management, Public Sector Division.

Invited panel participant at the Annual Meeting of the National Association for Schools of Public Policy and Administration (NASPAA)(October, 1987) to present paper on “Management Information Systems and Communications in the Public Sector: Research and Teaching Issues.”

G. Editorial Board Membership

American Review of Public Administration
I/S: Journal of Law and Information Systems
Journal of Public Affairs Education

H. International Programs

Member of delegation from the College of Business (with Toshiyuki Sueyoshi and Cash Kowalski) to present papers and explore / establish exchange programs between the Ohio State University and the Tokyo Institute of Technology, Aoyama Gakuin University, Osaka International University, the Kansai Productivity Center and Osaka Gas.

Professional Organizations

American Society for Public Administration

Central Ohio Chapter of the Association for Computing Machinery