

RADAPHAT CHONGTHAMMAKUN

Phone: (668) 1-816-4514

E-mail: radaphat@gmail.com

Website: <http://www.umich.edu/~radaphat>

EDUCATION

University of Michigan, School of Information

Ann Arbor, Michigan, USA

Ph.D. in Information

September 2008 - April 2013

Academic Advisors: Associate Professor Steven J. Jackson, and Professor John L. King

Dissertation Committee:

Associate Professor Steven J. Jackson (Cornell University, co-chair)

Professor John L. King (co-chair)

Professor Michael D. Cohen

Associate Professor Allen D. Hicken (Department of Political Science)

Assistant Professor Joyojeet Pal

Dissertation Topic: ICT Development and Organizational Change in the Thai Public Sector

Research Interest: e-Government, Digital Government Development, ICT and Organizational Transformation, Computer Supported Cooperative Work (CSCW), Organizational Studies, and ICT for Development (ICT4D)

Relevant Coursework: Foundations in the Interdisciplinary Field of Information Studies; Digital Government; Systems, Networks, and Webs; CSCW; IT in Global Development; Survey Methodology; Qualitative Research Methods

University of Michigan, School of Information

Ann Arbor, Michigan, USA

Master of Science in Information

September 2006 - April 2008

Specialization: Information Economics, Management and Policy

GPA 4.00/4.00

Recipient, Royal Thai Government Scholarship, Office of the Administrative Courts

Chulalongkorn University, Faculty of Commerce and Accountancy

Bangkok, Thailand

Master of Science in Information Technology in Business

May 1997 - May 1999

Specialization: Management Information Systems (MIS)

GPA 3.77/4.00

Master Project: Management Information Systems for Election Candidates of Political Party

Chulalongkorn University, Faculty of Political Science

Bangkok, Thailand

Bachelor of Arts in Political Science with Second Class Honors

May 1993 - March 1997

Specialization: Government/Public Administration

GPA 3.55/4.00

PROFESSIONAL EXPERIENCE

Office of the Administrative Courts, Bureau of Information Technology Bangkok, Thailand

Director of IT Strategy and Innovation Group

February 2000 - Present

- Designed and incorporated various court systems and judge support systems, such as electronic litigation system, case management system, case tracking system, and docket control systems into an integrated e-Court system to provide the public and litigants with seamlessly accessible justice services both online and physically at the Administrative Court premises
- Managed e-Court technical feasibility study project collaborating with the National IT Industry Promotion Agency (NIPA) of South Korea
- Sought and initiated technical cooperation and networks with other judicial organizations, educational institutions, and government agencies, as well as private firms domestically and internationally with regards to technology implementation, application and information sharing, and ICT human resources development
- Appointed as assistant to the CIO and served on several steering committees in strategically planning the Administrative Court's e-Admincourt applications and e-Service delivery initiatives
- Engineered ICT strategic plans including developing ICT master plans for the Administrative Court and its offices
- Established standards on ICT systems and relevant practices throughout the Administrative Court and its office

Chulalongkorn University

Bangkok, Thailand

Visiting Lecturer

October 2013 - January 2014

- Taught doctoral courses, such as Theories in MIS Research, and Seminar in IT/IS, in the Ph.D. in Information Technology in Business Program at the Faculty of Commerce and Accountancy

University of Michigan

Ann Arbor, Michigan, USA

Graduate Student Instructor (Teaching Assistant)

September 2009 - April 2013

- Taught graduate-level courses at the School of Information: helped the professors design and prepare course syllabi, gave weekly lectures, led in-class discussion, and prepared and graded weekly assignments and exams

University of Michigan

Ann Arbor, Michigan, USA

Graduate Student Research Assistant

September 2008 - April 2013

- Assisted faculty members to conduct research and prepare for publications on various research topics such as Digital Government Development, CSCW, and ICT4D

Oregon Employment Department's Information Technology Section Salem, Oregon, USA

Information Specialist Intern

June - August 2007

The internship is part of the exceptional summer internships' eGov Interns program organized and sponsored by the Mark O. Hatfield School of Government at Portland State University.

- Proposed alternatives for the agency's replacement strategy of technology equipment
 - Assessed current process and costs, identified alternatives and produce quantitative analysis comparing the trended costs including staff time, travel, per diem, and equipment costs amortized over two full cycles of replacement (16 years) for each alternative with comparison to the current process
 - Developed a recommendation and presentation materials to be used as a foundation for communication, presentation and discussion with the agency's executive team
- Assessed and gap analyzed IT policies and generated recommendations for updates or changes to key IT policies including security

Office of the Official Information Commission

Bangkok, Thailand

Computer Technical Official, Information Technology Division

June 1999 - January 2000

- Analyzed and designed case filing workflows for case filing and appealing system
- Developed statistical report system on case transactions and workload for the Commission

TEACHING EXPERIENCE

SI627 - Managing the IT in Organizations

Graduate Student Instructor: Graduate course at School of Information, University of Michigan

Faculty Instructor: Professor Douglas Van Houweling

SI530 - Principles in Management

Graduate Student Instructor: Graduate course at School of Information, University of Michigan

Faculty Instructor: Professor Douglas Van Houweling

SI502 - Networked Computing: Storage, Communication, and Processing

Graduate Student Instructor: Graduate course at School of Information, University of Michigan

Faculty Instructor: Clinical Associate Professor Charles Severance

SI500 - Information and Social Systems: Collection, Flows, and Processing

Graduate Student Instructor: Graduate course at School of Information, University of Michigan

Faculty Instructors: Professor Michael Cohen, Professor Paul Edwards, and Professor Elizabeth Yakel

PUBLICATIONS

Chongthammakun, R., & Jackson, S. J. (2012). Boundary Objects, Agents, and Organizations: Lessons from E-Document System Development in Thailand. In *Proceedings of the 2012 45th Hawaii International Conference on System Sciences (HICSS-45)*. Los Alamitos, CA, USA: IEEE Computer Society. ***Nominated for Best Paper Award**

Chongthammakun, R., & Jackson, S. J. (2012). Computerization and Control: ICTs and Managerial Reform in the Thai Public Sector. In *Proceedings of the 2012 iConference*. Toronto, Canada: ACM Digital Library.

Chongthammakun, R., & Pal, J. (2012). ICTs and Development in the Thai Bureaucracy: An Examination of Decentralization and Organizational Change. In *Proceedings of The 5th International Conference on Information and Communication Technologies and Development (ICTD'12)*. Atlanta, GA, USA: ACM Digital Library.

Jackson, S. J., & **Chongthammakun, R. (2011).** Infrastructure and Standards in Thai Digital Government. In *Proceedings of the 2011 iConference*. Seattle, WA, USA: ACM Digital Library.

Chongthammakun, R., & Jackson, S. J. (2010). Extending Virtual Organizations in the Public Sector: Lessons from CSCW, STS, and Organization Science. In *Proceedings of the 2010 43rd Hawaii International Conference on System Sciences (HICSS-43)*. Los Alamitos, CA, USA: IEEE Computer Society.

CONFERENCES & WORKSHOPS

2015 Global ICT Seoul Forum Seoul, South Korea
Invited Speaker *October 29, 2015*
 Gave a talk on "ICT Development for Judicial Service Delivery: Learning from Korea's Best Practices" in the Demand from the ICT World session

Foreign Expert Residency Program Daejeon and Seoul, South Korea
Research Fellow (KAIST sponsorship) *November 11-24, 2014*

2014 Global ICT Seoul Forum Seoul, South Korea
Invited Speaker *November 18, 2014*
 Gave a talk on "The ICT development of the Administrative Court of Thailand: A Path to e-Court" in the Global Best Practice session

ICAAN 51 Los Angeles, California, USA
Attendee *October 12 -16, 2014*

CSCW 2013 <i>Attendee</i>	San Antonio, Texas, USA February 23-27, 2013
ICTD'12 <i>Paper Presenter</i>	Atlanta, Georgia, USA March 12-15, 2012
Hawaii International Conference on System Sciences (HICSS-45) <i>Paper Presenter</i>	Maui, Hawaii, USA January 4-7, 2012
iConference 2011 <i>Paper Presenter</i>	Seattle, Washington, USA February 8-11, 2011
Presented paper "Infrastructure and Standards in Thai Digital Government" in the e-Government session.	
Hawaii International Conference on System Sciences (HICSS-43) <i>Paper Presenter</i>	Kauai, Hawaii, USA January 5-8, 2010
Featured Information Research Student Talks (FIRST) <i>Invited Presenter</i>	Ann Arbor, Michigan, USA 2009, 2010, and 2012
2009 iGov Research Institute <i>Student</i>	Seattle, Washington, USA June 20-28, 2009
eDemocracyCamp <i>Attendee</i>	Washington, D.C., USA March 1-2, 2008
Exceptional Summer Internships <i>Student and Intern</i>	Portland, Oregon, USA June - August 2007

TRAININGS & STUDY VISITS

e-Court Design and Development Study Visit Recipient, Office of the Administrative Courts Fellowship	South Korea October 2015
e-Court Development and Implementation Study Visit Recipient, Office of the Administrative Courts Fellowship	South Korea September 2014

e-Litigation System Development and Deployment Study Visit	Singapore
Recipient, Office of the Administrative Courts Fellowship	<i>September - October 2013</i>
University of Michigan Center for Research on Learning and Teaching	USA
<i>Graduate Teacher Certificate</i>	April 2012
Japan International Corporation Agency (JICA), Okinawa International Centre	Japan
<i>Certificate of Training on Client-Server System Designer (PC Server)</i>	May - September 2002
Recipient, Japanese Government Scholarship (JICA)	
e-Procurement System Implementation Study Visit	New Zealand
<i>New Zealand Police</i>	March 2004
Recipient, Office of the Administrative Courts Fellowship	
Video Conferencing Management System Training and Study Visit	Singapore
Recipient, Office of the Administrative Courts Fellowship	March 2004
Administrative Case Filing and Case Management Systems Study Visit	France
<i>Conseil d'Etat and Cour administrative d'appel, Paris; and Tribunal administrative, Toulouse</i>	
Recipient, French Government Fellowship	December 2000

SCHOLARSHIPS, RESEARCH AND PROFESSIONAL AWARDS

Barbour Scholarship	2012 - 2013
<i>University of Michigan</i>	
Rackham Graduate Student Research Grant	2012
<i>Post-candidacy Research Award, Rackham School of Graduate Studies, University of Michigan</i>	
Rackham International Research Award (RIRA)	2011
<i>Rackham School of Graduate Studies, University of Michigan</i>	
Thai Studies Competition's Graduate Student Research Grants	2010, and 2011
<i>Center of Southeast Asian Studies, University of Michigan</i>	

Rackham Graduate Student Research Grant 2010

Pre-candidacy Research Award, Rackham School of Graduate Studies, University of Michigan

Pre-candidacy research award to conduct field study of comparative digital government research in Southeast Asia

Thai Government Scholarship 2006 - 2008

Office of the Administrative Courts

For the Master of Science in Information, University of Michigan

The Administrative Court Official's Outstanding Contribution Awards 2005, and 2006

COMPUTER SKILLS

Operating Systems and Application Skills

Mac OS, UNIX, AIX, Microsoft Windows, Microsoft Office Suite, Adobe Photoshop, Adobe Audition, Adobe Illustrator, Adobe Dreamweaver, Adobe Flash, Tableau (data analysis and visualization)

Programming/Scripting Languages

Ruby on Rails, HTML, CSS, JavaScript, Python, Joomla, and other Content Management Systems

Database and Database Management

Oracle, Microsoft SQL Server, Access, MySQL, FileMaker

PROFESSIONAL INVOLVEMENT & SPECIAL SKILLS

The Honor Society of Phi Kappa Phi since 2008

Technology Policy Culture Laboratory 2008 - 2011
University of Michigan

Society for Information Management, Policy, Law & Economics (SIMPLE) 2007 - 2008
Student Organization, University of Michigan
Director of Communications

Piano Solo Performer's Certificate (with Merit) December 2002
Trinity College, London, United Kingdom

Languages

Thai: native language

English: fluent spoken and written

Japanese: basic conversation