

RADAPHAT CHONGTHAMMAKUN

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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 IT

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 IT 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

This course provides students with skills and techniques in the areas of strategic planning, budgeting and finance, human resources administration, vendor relationships, and leadership. The course also explores alignment of IT initiatives with business objectives, simultaneous management of operational and development environments, and the impact of virtual and nodal organizations on IT infrastructure and services.

SI530 - Principles in Management

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

Faculty Instructor: Professor Douglas Van Houweling

This course provides a foundation in management for information professionals interested in working in for-profit or non-profit organizations. In this course students will learn about management principles (e.g. planning, organizing, leading, controlling). Having a firm grasp of the principles is the first step. This is a skills based course, so students are expected to apply what they learn in class by reading and analyzing case studies.

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

The course introduces students, at several different levels of abstraction, to sets of functional components and alternative ways of combining those components to form systems. It also introduces a set of desirable system properties and a core set of techniques that are useful in building systems that have those properties.

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

The course introduces students to the core properties of information, of people, and of technologies and their implications in analysis, design, and management. In addition, the course introduces a perspective on the central responsibilities of professionals who bring information, people, and technology together in more valuable ways.

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 to professors, researchers, students and alums of the International IT Policy Program (ITTP) of Seoul National University, and the Global IT Technology Program (ITTP) of Korea Advanced Institute of Science and Technology (KAIST), and to staff of the National IT Industry Promotion Agency (NIPA), the Ministry of Science, ICT and Future Planning (MSIP), and IT-related entrepreneurs.

Foreign Expert Residency Program

Daejeon and Seoul, South Korea

*Research Fellow**November 11-24, 2014*

Conducted a preliminary research study on Korean e-Court development and implementation, hosted by *the Global IT Technology Program (ITTP) of Korea Advanced Institute of Science and Technology (KAIST)*, sponsored by the National IT Promotion Agency (NIPA) and the Ministry of Science, ICT and Future Planning (MSIP).

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.

ICAAAN 51

Los Angeles, California, USA

*Attendee**October 12-16, 2014***CSCW 2013**

San Antonio, Texas, USA

*Attendee**February 23-27, 2013***ICTD'12**

Atlanta, Georgia, USA

*Paper Presenter**March 12-15, 2012*

Presented paper "ICTs and Development in the Thai Bureaucracy: An Examination of Decentralization and Organizational Change" in the Reconsidering Stances session.

Hawaii International Conference on System Sciences (HICSS-45)

Maui, Hawaii, USA

*Paper Presenter**January 4-7, 2012*

Presented paper "Boundary Objects, Agents, and Organizations: Lessons from E-Document System Development in Thailand" in the Emerging Topics Mini-track, in the well-recognized Electronic Government Track – also known as Digital Government.

iConference 2011

Seattle, Washington, USA

*Paper Presenter**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)

Kauai, Hawaii, USA

*Paper Presenter**January 5-8, 2010*

Presented paper "Extending Virtual Organizations in the Public Sector: Lessons from CSCW, STS, and Organization Science" in the Interoperability and Infrastructure Mini-track, in the Electronic Government Track.

Featured Information Research Student Talks (FIRST)

Ann Arbor, Michigan, USA

*Invited Presenter**2009, 2010, and 2012*

Presentations to the University of Michigan, School of Information's faculty, researchers, and doctoral and masters students on "Virtual Organizations in the Public Sector" (December 2009), "Infrastructure and Standards in Thai Digital Government" (November 2010), "Applying the Concept of Boundary Work to the Thai Digital Government Development Efforts" (February 2012).

2009 iGov Research Institute

Seattle, Washington, USA

Student

June 20-28, 2009

The iGov Research Institute is a week-long residential program of the Center for Technology in Government (CTG), University at Albany/SUNY, and is sponsored by a grant from the US National Science Foundation. Students accepted into this program experience both classroom and field activities. The program addresses topics, such as ways to engage government organizations in mutually valuable research projects; and comparisons of the philosophies, questions, and methods among the disciplines that make up Digital Government research.

eDemocracyCamp

Washington, D.C., USA

Attendee

March 1-2, 2008

eDemocracyCamp is the first BarCamp with a focus specifically on e-democracy connecting citizens, researchers, developers, and practitioners to learn about the current state of e-democracy and share their visions for its future direction. Topics include e-democracy, e-participation, e-government, e-voting, online civic engagement, online political campaigning, online dialogue and deliberation.

Recipient, University of Michigan, School of Information's Sponsorship

Exceptional Summer Internships

Portland, Oregon, USA

Student and Intern

June - August 2007

The exceptional summer internships' eGov Interns program is organized and sponsored by the Mark O. Hatfield School of Government at Portland State University. The program recruits selective students from leading universities throughout the United States studying e-Government development, and provides them with a week-long training program at Portland State University and a three-month internship at Oregon- and Washington-based government agencies.

TRAININGS & STUDY VISITS

e-Court Design and Development Study Visit

South Korea

The Supreme Court of Korea; Seoul Administrative Court; and Busan District Court

Recipient, Office of the Administrative Courts Fellowship

October 2015

e-Court Development and Implementation Study Visit South Korea

The Supreme Court of Korea; Seoul Administrative Court; the Patent Court; The National IT Industry Promotion Agency (NIPA); The National Computing and Information Agency (NCIA); LG Consulting and Solution (LG CNS); and Korea Advanced Institute of Science and Technology (KAIST)

Recipient, Office of the Administrative Courts Fellowship September 2014

e-Litigation System Development and Deployment Study Visit Singapore

Infocomm Development Authority of Singapore; CrimsonLogic September - October 2013

Recipient, Office of the Administrative Courts Fellowship

University of Michigan Center for Research on Learning and Teaching USA

Graduate Teacher Certificate April 2012

Japan International Corporation Agency (JICA), Okinawa International Centre Japan

Certificate of Training on Client-Server System Designer (PC Server) May - September 2002

Recipient, Japanese Government Scholarship (JICA)

e-Procurement System Implementation Study Visit New Zealand

New Zealand Police 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

Conseil d'Etat and Cour administrative d'appel, Paris; and Tribunal administrative, Toulouse

Recipient, French Government Fellowship December 2000

SCHOLARSHIPS, RESEARCH AND PROFESSIONAL AWARDS

Barbour Scholarship 2012 - 2013

University of Michigan

Since 1914, the Barbour Scholarships are among the oldest and most prestigious awards granted by the University of Michigan. The Barbour Scholarship Endowment supports annual competitive scholarships awarded to women who are citizens of countries formerly known as the Orient (encompassing the large region extending from Turkey in the west to Japan and the Philippines in the east) and who are enrolled in any of the University's graduate programs.

Rackham Graduate Student Research Grant 2012*Post-candidacy Research Award, Rackham School of Graduate Studies, University of Michigan*

Post-candidacy research award to conduct field study of the development and adoption of ICT and organizational change in the Thai public sector

Rackham International Research Award (RIRA) 2011*Rackham School of Graduate Studies, University of Michigan*

Research grant to support doctoral student degree-related research outside the United States for fieldwork on ICT adoption and use organizational change in the Thai public sector

Thai Studies Competition's Graduate Student Research Grants 2010, and 2011*Center of Southeast Asian Studies, University of Michigan*

Graduate student research grants (awarded for two consecutive years) for field study of digital government development and organizational transformation in the Thai public sector

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 scholarship is given to chosen persons with the highest academic and professional caliber eagerly pursuing their academic goals of which matches the government necessities. The scholars are expected to return to Thailand working with a designated government agency upon their graduation.

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

The awards are given to selected officials among over 2,000 officials to recognize their hard work and dedication to the organization.

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

The Honor Society of Phi Kappa Phi is the United States' oldest and most selective all-discipline honor society. Membership is by invitation only to the top 10 percent of graduate students of the university.

Technology Policy Culture Laboratory

University of Michigan

2008 - 2011

The Technology Policy Culture (TPC) Lab group at the School of Information has focused on exploring and conducting research studies and topics around science and technology, information policy, and society. The group consists of senior and junior PhD students, as well as MSI students whose research interest is in those areas. One of the potential projects the group has been engaged is "Distributing science: architecture, participation, and boundary work in online citizen science projects."

Society for Information Management, Policy, Law & Economics (SIMPLE)

Student Organization, University of Michigan

Director of Communications

2007 - 2008

SIMPLE is an organization focused on the promotion of School of Information graduate students pursuing the Information Economics, Management and Policy, Information Policy, Community Informatics, and Incentive-centered Design specializations as well as others who share similar academic, research, and career interests.

Piano Solo Performer's Certificate (with Merit)

Trinity College, London, United Kingdom

December 2002

Languages

Thai: native language

English: fluent spoken and written

Japanese: basic conversation