

## CV

## Roxana Laura Goldstein

e-mail: [goldstein.roxana@gmail.com](mailto:goldstein.roxana@gmail.com) / [rgoldstein@uoc.edu](mailto:rgoldstein@uoc.edu)**1. Personal Details****Nationality:** Argentina**2. Languages****Spanish:** Native speaker; **English:** Excellent; **French:** Intermediate; **Portuguese:** Intermediate.**5. Education**

5.1. Post-grades				
2009	Argentina	TOP – Universidad Nacional del Litoral	<b>Postgraduate Course on Evaluation of Results and Impacts of Public Organizations and Public Programmes.</b>  Academic Coordinator: Jorge Hintze.	Completed  (Final Paper presented. Evaluation pending)
2009	Argentina	SADIO	<b>SOA/BPM</b>	Completed
2009	Argentina	SADIO	<b>TIC Governance. ITIL v3</b>	Completed
2009	Argentina	CELADEL (Latin American Center for Local Studies)	<b>Specialization on Citizen Participation on Public Affairs.</b>  Prof.: Leopoldo Fidyka	Approved. Outstanding Performance
2007	Switzerland / Malta	Diplo Foundation	<b>Internet Governance Capacity Building Programme 2007.</b>  Tutor: Ginger Paque	Approved. Outstanding Performance
2005	Ecuador	FLACSO Ecuador	<b>Diploma on Public Policies for Internet</b>  Director: Dr. Mauro Cerbino	Approved. Outstanding Performance
September 2003/ February 2004	Spain	Open University of Catalunya - International Institute of Governability – UNESCO E-Governance Capacity Building Project	<b>Specialization Course on Local Electronic Government (CEGEL).</b>  Director: Dr. Marcelo Lasagna	Approved. Notable Performance
2003	Argentina	FLACSO Argentina.	<b>Postgraduate Course on Participative Processes and Socio-Urban Management.</b> Director: Dr. Héctor Poggiese	Approved
1996	Argentina	Economic Sciences Faculty, University of Buenos Aires (UBA).	<b>Reengineering of Business Processes and Information Systems.</b>  Professor Roberto Uzal	Approved
5.2. Grade Level				

## CV

1998-2002 (Thesis: 2004)	Argentina	<b>Faculty of Humanities. University of Palermo. Buenos Aires</b>	<b>Bachelor's Degree in Humanities and Social Sciences, minor on Sociology.</b>  Thesis: "Information Society, Democracy and Development: The ICTs as tools for the participatory processes in local management"	Bachelor in Humanities and Social Sciences, minor Sociology.  Diploma of Honor
1982 to 1991	Argentina	<b>Faculty of Engineering. University of Buenos Aires (UBA).</b>	<b>Bachelor's Degree in Systems Analysis</b>	Bachelor in Systems Analysis

**5.3. Other Academic Activities related to ICTs, Governance and Development**

- **Panel Coordinator at the X Seminar "The new role of the State, the new role of local governments" of RedMuni of the National Institute of Public Administration of the Argentinean National Government.** Panel IX: "Local governments and ICTs". August 13-14, 2009.
- **Speaker at the CLAD "Ibero-American Forum on Strategies for the implementation of the Inter American Charter on Electronic Government"**, Consejo Latinoamericano de Administración y Desarrollo (CLAD). Margarita, Venezuela, April 16th to 17th, 2009. Dissertation: "El Civismo Digital en América Latina: Estrategia para la Transición hacia un Gobierno Electrónico centrado en el Ciudadano y sus Derechos, y orientado al Desarrollo Integral de la Sociedad" (PPT).
- **Speaker at the "Prato CIRN 2008 Community Informatics Conference: ICTs for Social Inclusion: What is the Reality?"**, Monash University Centre, Prato, Italy, October 27 to 30, 2008. Dissertation: "Community Informatics, Electronic Government and Inclusion: Strategies for the Consolidation of a Citizens' Democracy in Latin America" (PPT).
- **Speaker at the Round Table on "Women, Corruption and Access to Information" at the Third National Forum and First Inter-American Forum of Women against Corruption** (in Spanish: "*Tercer Foro Nacional y Primero Regional de Mujeres contra la Corrupción*"), Buenos Aires, Argentina. September 29 to October 1, 2008. Dissertation: "Access to Information and Communication, Transparency and Electronic Government: Tools against Corruption. Contributions for a Citizens' Democracy in Latin America" (In Spanish: "*El acceso a la información y la comunicación, la transparencia y el gobierno electrónico: Instrumentos para la lucha contra la corrupción. Aportes para una democracia de ciudadanas y ciudadanos en América Latina*") (PPT).
- **Speaker at the Round Table on "ICTs and Inclusion" at the 37th. Argentinean Sessions of Informatics, Information Society Symposium (37 JAIIO – SSI)** (in Spanish: "*Simposio de Sociedad de la Información de las 37 Jornadas Argentinas de Informática*"), Santa Fé, Santa Fé, Argentina. September 8-9, 2008. Santa Fé, Santa Fé, Argentina. Dissertation: "The state of the art of e-Engagement in Policy and Decision-Making Processes" (in Spanish: "*El estado del arte de la participación ciudadana a través de TIC en la hechura de políticas públicas*") (PPT).
- **Speaker at the Second Session on Intellectual Property Rights** (In Spanish: "*Segundas Jornadas sobre Propiedad Intelectual*"), National University of Catamarca, San Fernando del Valle de Catamarca, Catamarca, Argentina. September 4, 2008. Dissertation: "Information and Knowledge Society and Intellectual Property Rights: Challenges for the development of Latin America" (In Spanish: "*La Sociedad de la Información y el Conocimiento y la Propiedad Intelectual: Desafíos para el Desarrollo de América Latina*") (PPT).
- **Teacher at the (Virtual) Post-grade Course on Socio-Urban Management and Citizen Participation - FLACSO Argentina.** Years 2004 / 2005 / 2006. Module on "Information Society, Democracy and Participative Processes".

- Member of the Academic Committee of the 35th. Argentine Symposium on Informatics and Operative Investigation JAIIO, September 4 to 7, 2006, Mendoza, Argentina.
- Member of the Network of the International Working Group of Women and ICTs (ITF) of the UN-GAID. Since December 2008.
- Member of the Consejo Latinoamericano de Administración y Desarrollo (CLAD). Since 2009.
- Member of SADIO Argentina (Argentinean Association of Informatics and Operative Researching), since 2008.
- Member of the Information for the Citizen Change Network (INFOCC International Project).
- Member of ISOC – AR since 2010, and of ISOC Global since 2008.

#### Research Activities on ICTs:

- **Project: OAS Electronic Governance e-Bulletin on Internet Governance. Coordinator of the OAS Electronic Government e-Bulletin Nr. 49 (October, 2009) on Internet Governance.** At charge of the coordination, the interviews, the topic review, the selection of issues and of key players. Available at [http://www.suboletin.com/contentsoea/docs/Boletin\\_49/Principal49.htm](http://www.suboletin.com/contentsoea/docs/Boletin_49/Principal49.htm).
- **Principal Researcher. Project: “Evaluation of the Social Impact of the ICTs in the local participative processes in Argentina: The ICTs and the Strengthening of the Democratic Governability”.** Center for the Study of Science, Development and Higher Education (Redes Center). Director: Dr. Mario Albornoz. Working Team on Information Society. Direction: Lic. Rubén Ibáñez. Year 2005. Final Report available at [http://www.centroredes.org.ar/documentos/documentos\\_trabajo/files/Doc.Nro35.pdf](http://www.centroredes.org.ar/documentos/documentos_trabajo/files/Doc.Nro35.pdf).
- **Researcher. Project UNIND-LAM: Research of the links between University and Industry. European Union and MERCOSUR + Chile (2002-2006). EU’s VI Framework Programme.** Stage 4. Report on the Evaluation of the Cooperation Potential between the MERCOSUR and the European Union. Thematic Area: Information Society. Year 2005.
- **Researcher. Project: Latin American and the Caribbean Observatory on the Social Impact of the ICTs in Action (OLISTICA).** Organisation: Fundredes. Director: Daniel Pimienta. Country: Dominican Republic. Collaborating in the research on Indicators of the Social Impact of ICTs (11/2002 to 06/2003). See [www.funredes.org/olistica](http://www.funredes.org/olistica).
- **Volunteer. Project: Organisational and Strategic Plan for the Information Society in Argentina (POESIA). E-Government Working Group. Organisation: Links Argentina.** Director: Dra. Susana Finquelievich (12/2002 to 04/2003). See <http://www.links.org.ar/news/poesia.html>.

**4. Professional Experience:** Consultancy, project coordination, researching, teaching and training on Public Policies for the Information and Knowledge Society, and on Information and Knowledge Management.

(See details below)

#### Main Projects:

	Country	Organisation	Position
Since 2/2010	Argentina (Global and Regional Project)	Global Development Network (GNet) and CIPPEC Argentina	Consultant. Project: Spaces for Engagement: Using Knowledge to improve public policy in favor of the poor
Since 3/2008	Canada (Latin America Regional Project)	Inter American Training Network on Electronic Governance (RIF-GE) of the College of the Americas (COLAM) of the Inter American Organisation for Higher Education (IOHE/OUI)	General Coordinator for Buenos Aires Area – Argentina; In charge of the Digital Civism Seminars and Workshop for Latin America (Virtual and presencial phases in Central America, the Andean Region and the MERCOSUR).
Since 11/2002	Argentina	Center for the Study of Science, Development and Higher Education (REDES) of the Civil Association REDES Group.	Consultant and Researcher on Public Policies on Science and Technology, particularly on ICTs and on Information and Knowledge Society.
Since 1/2009 to 7/2009	USA. International Project)	Freedom House	Consultant. Project: Global Internet Freedom Initiative Programme.
Since 3/2008 to 11/2008	Argentina	CAICYT / CONICET / MinCYT, Argentina.	Consultant. Project: Development and Implementation of a System for the Strategic Analysis of the Science and Technology Environment.
Since 12/2007	USA (Regional Project)	Organisation of American States (OAS) / Inter American Development Bank (IADB)	Consultant. Project: Course on Interoperability and Inter Institutional Public Processes - Electronic Government Capacity Building Programme. First edition 2009.
Since 11/2005 to 06/2006	Argentina	National Office of Information Technologies / Sub-Secretary of Public Administration / Argentinean National Government	Consultant on Public Policies and Communication. Knowledge Management Consultancy. Project: Modernization of the State - Loan BIRF 4423 – AR. Sub-Component E.4: Electronic Government and Administrative Processes Improvement, Electronic Government Activity, Forum of the CIOs of the Argentinean Government.
Since 1984 to 2001	Argentina	IBM Argentina; Hewlett Packard Argentina; DATCO Argentina, and national companies in the ICTs Industry	Associated Consultant and related activities. Development and coordination of projects orientated to final users. Assistant and member of the Sales Team. Systems Engineering

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**6. Publications and papers**

**Goldstein, Roxana L. (2009)** "OAS Forum on e-Government Newsletter Nr. 49 on Internet Governance". Coordinator. October 2009 ([http://www.suboletin.com/contentsoea/docs/Boletin\\_49/Principal49.htm](http://www.suboletin.com/contentsoea/docs/Boletin_49/Principal49.htm)).

**Goldstein, Roxana L. (2009)** "Aportes para un Marco Conceptual del Gobierno Electrónico orientado al Ciudadano/a y sus Derechos, y al Desarrollo Integral en América Latina". XIV CLAD Congress 2009, San Salvador de Bahía, Brazil, October 27-30, 2009. Paper approved.

**Goldstein, Roxana L. (2009)** "El Cívismo Digital en América Latina: Estrategia para la Transición hacia un Gobierno Electrónico centrado en el Ciudadano y sus Derechos, y orientado al Desarrollo Integral de la Sociedad". CLAD Forum "Ibero-American Forum on Strategies for the implementation of the Inter American Charter on Electronic Government", Consejo Latinoamericano de Administración y Desarrollo (CLAD), Margarita, Venezuela, April 16-17, 2009.

**Goldstein, Roxana L. (2008)** "Community Informatics, Electronic Government and Inclusion: Strategies for the Consolidation of a Citizens' Democracy in Latin America". Prato CIRN 2008 Community Informatics Conference: ICTs for Social Inclusion: What is the Reality?, Monash University Centre, Prato, Italy, October 27-30, 2008.

**Goldstein, Roxana L. (2008)** "Access to Information and Communication, Transparency and Electronic Government: Tools against Corruption. Contributions for a Citizens' Democracy in Latin America" (In Spanish: "*El acceso a la información y la comunicación, la transparencia y el gobierno electrónico: Instrumentos para la lucha contra la corrupción. Aportes para una democracia de ciudadanas y ciudadanos en América Latina*"). Third National Forum and First Inter American Forum of Women against Corruption, (in spanish: "*Tercer Foro Nacional y Primero Regional de Mujeres contra la Corrupción*"), Buenos Aires, Argentina. September 29 to October 1, 2008.

**Goldstein, Roxana L. (2008)** "The state of the art of e-Engagement in Policy and Decision-Making Processes" (in Spanish: "*El estado del arte de la participación ciudadana a través de TIC en la hechura de políticas públicas*"). 37th. Argentinean Sessions of Informatics, Information Society Symposium (37 JAIIO – SSI) (in Spanish: "*Simposio de Sociedad de la Información de las 37 Jornadas Argentinas de Informática*"), Santa Fé, Santa Fé, Argentina. September 8-9, 2008.

**Goldstein, Roxana L. (2008)** "Information and Knowledge Society and Intellectual Property Rights: Challenges for the development of Latin America" (In Spanish: "*La Sociedad de la Información y el Conocimiento y la Propiedad Intelectual: Desafíos para el Desarrollo de América Latina*"), PPT. Second Session of Intellectual Property", National University of Catamarca, San Fernando del Valle de Catamarca, Catamarca, Argentina, September 4, 2008.

**Goldstein, Roxana L. (2007)**. "The Social Impact of ICTs on the Democratic Governability for the Human Development. A conceptual framework for its analysis from the local participatory processes perspective" (In Spanish: "*El Impacto Social de las TIC en la Gobernabilidad Democrática para el Desarrollo Humano. Un marco conceptual para su análisis desde la perspectiva de los procesos participativos locales*"). In "Public Policies and Technologies" (In Spanish: "*Políticas Públicas y Tecnologías*") Coord.: Ester Kaufman. La Crujía Publishing Company, Buenos Aires, Argentina.

**Goldstein, Roxana L. (2007)**. "Contributing to Socially Relevant Public Policies on e-governance: The Case of the Genesis of the Communes in Buenos Aires City". In "Latin America Online: Cases, Successes and Pitfalls". Comp.: Mila Gascó Hernández. IDEA Group Publishing. USA.

**Goldstein, Roxana L. (2006)**. "Contributions for the Debate on the Impact of the World Summit on the Information Society (WSIS) in Latin America's Development: the conflicts about the digital divide and the Internet Governance" (In Spanish: "*Aportes para el debate sobre el impacto de La Cumbre Mundial para la Sociedad de la Información (CMSI) en el Desarrollo para América Latina: los conflictos*").

en torno a la brecha digital y a la gobernanza de Internet"). In "Information Society in Argentina: Public Policies and Social Participation" (In Spanish: "*La Sociedad de la Información en la Argentina: Políticas Públicas y Participación Social*"). Friedrich Ebert Stiftung. Buenos Aires, Argentina.

**Goldstein, Roxana (2005)**. "Information Society, Democracy and Development: The ICTs as tools for the participative processes in the local administration" (In Spanish: "*Sociedad de la Información, Democracia y Desarrollo: Las TIC como herramientas para los procesos participativos en la gestión local*"). In "ICTs and local development: Municipal Districts and Internet (Second Part)" (In Spanish: "*TIC y desarrollo local: Municipios e Internet (Segunda Parte)*"). Coordinator: Dr. Susana Finquelievich. Available at <http://www.links.org/libros>.

**Goldstein, Roxana (2004)**. "Electronic Democracy, citizen participation and development: The role of the ICTs in the building of social capital through democratic strengthening" (In Spanish: "*Democracia electrónica, participación ciudadana y desarrollo: El rol de las TIC en la construcción de capital social a través del fortalecimiento democrático*"). Paper presented in the II On-line Congress of the Cybersociety Observatory, November 2 to 14, 2004. Available at [http://www.cibersociedad.net/congres2004/index\\_f.html](http://www.cibersociedad.net/congres2004/index_f.html).

**Fazio, María Eugenia; Goldstein, Roxana (2003)**. Working Paper "De-construction of Indicators – Part 2: Some reflections on the measurement of the Social Impact of the ICTs" (In Spanish: "*Deconstrucción de Indicadores - Parte 2: Algunas reflexiones sobre la medición del impacto social de las TIC*"). Prepared for the Latin American and the Caribbean Observatory of the Social Impact of the ICTs in Action (OLISTICA), May 2003. Available at [www.funredes.org/olistica/documentos/doc13/](http://www.funredes.org/olistica/documentos/doc13/).

**Fazio, María Eugenia; Goldstein, Roxana (2003)**. Working Paper "De-construction of Indicators – Part 1: Description of methodological proposals for the measurement of the Information Society. Revision as from the "social vision of ICTs" (In Spanish: "*Deconstrucción de Indicadores - Parte 1: Descripción de propuestas metodológicas para la medición de la Sociedad de la Información. Revisión desde la "visión social de las TIC"*"). Prepared for the Latin American and the Caribbean Observatory of the Social Impact of the ICTs in Action (OLISTICA), February 2003. Available at [www.funredes.org/olistica/documentos/doc12/](http://www.funredes.org/olistica/documentos/doc12/).