

CURRICULUM VITAE

Caroline Khene



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CURRENT EMPLOYMENT: Research Fellow

NATIONALITY: Ugandan

THEMATIC EXPERTISE: Digital Development (ICT4D), Civic Technology, Strategy Formulation, User Experience Design

OVERVIEW

Caroline Khene is a Research Fellow and Leader of the Digital and Technology Cluster. Her professional experience is in research and learning in the field of information systems, specializing in ICT4D (digital development) and civic technology. Caroline's work focuses on developing and facilitating an enabling environment for digital citizen engagement through strategy formulation, responsible innovation, and user experience (UX) design. She is Director of the MobiSAM project, which collaborates with stakeholders in government, civil society, media, and citizens to explore/apply platforms that allow for more direct communication, transparency and accountability for services delivered.

EDUCATION AND QUALIFICATIONS

2007 - 2009	PhD in Information Systems Rhodes University, South Africa
2005 - 2006	Master of Commerce – Information Systems Rhodes University, South Africa
2001 - 2004	Bachelor of Business Science Rhodes University, South Africa
2022	Professional Diploma in UX Design UX Design Institute, Ireland
2011 - 2012	Postgraduate Diploma in Higher Education Rhodes University, South Africa

RECORD OF EMPLOYMENT

2023 - <i>cont.</i>	Research Fellow, Digital Cluster Lead Institute of Development Studies, UK
2020 - 2023	Institute Head of Research Students , Centre for Computing & Social Responsibility (CCSR) De Montfort University, Leicester
2020 - 2023	Senior Lecturer – Information Systems De Montfort University, Leicester
2020 - <i>cont.</i>	Visiting Professor – Information Systems Rhodes University, South Africa
2016 - 2020	Associate Professor – Information Systems Rhodes University, South Africa
2013 - 2015	Senior Lecturer – Information Systems Rhodes University, South Africa

SELECTED PROJECT EXPERIENCE

- 2018 - 2021.** **Principal Investigator** of the MobiSAfAIDS project implemented to support evidence-based engagement and advocacy for access to sexual reproductive health services and health facilities by the youth. Implemented in six (6) Southern African countries (South Africa, Eswatini, Lesotho, Zambia, Zimbabwe, and Malawi), and funded by the Embassy of Sweden. US\$130,000 (£93,954)
- 2016 - 2017** **Principal Investigator** of the MobiSAM project aimed at supporting citizen engagement and social accountability monitoring of basic services in local government. Funded by the Making All Voices Count initiative. £56,309

SELECTED PUBLICATIONS AND OUTPUTS

Peer Reviewed Articles and Book Chapters

1. Thinyane, M. , Siebörger, I. and Khene, C. (2023). 'Technology-mediated Transparency, Accountability, and Participation in the realisation of Citizen-centred Health Interventions: Case Study of MobiSAfAIDS in Southern Africa', In Onyango, G. (1st ed.) *Public Policy and Technological Transformations in Africa: Nurturing Policy Entrepreneurship, Policy Tools and Citizen Participation*. Information Technology and Global Governance Series. Cachan Cedex: Lavoisier.
2. Khene, C. & Masiero, S. (2022). From Research to Action: The Practice of Decolonizing ICT4D. *Information Technology for Development*, 28:3, 443-450, DOI: 10.1080/02681102.2022.2103951
3. Osah, J. & Pade-Khene, C. (2022). Designing strategy formulation in the midst of uncertainty in digital citizen engagement: A critical reflection of the application of Design Science Research augmented by Soft Systems Methodology to the design of strategy formulation. *The Electronic Journal of Information Systems in Developing Countries*. e12247. DOI: 10.1002/isd2.12247
4. Pade-Khene, C., Siebörger, I., Thinyane, M., Simuja, C. (2021). Power Participation in Digital Citizen Engagement in South African Local Government: MobiSAM. *Proceedings of the First Virtual Conference on Implications of Information and Digital Technologies for Development, 2021. (IFIP 9.4)*
5. Baduza, G. and Pade-Khene, C. (2021). A Proposed Framework for The Comprehensive Scalability Assessment of ICTD Projects. *Proceedings of the First Virtual Conference on Implications of Information and Digital Technologies for Development, 2021. (IFIP 9.4)*
6. Pade-Khene, C., Siebörger, I., Ngwerume, P., and Rusike, C. (2020). Enabling Social Accountability Monitoring of Adolescent Sexual Reproductive Health Services: MobiSAfAIDS. *Proceedings from the European Conference on Information Systems*, Marrakech, Morocco. 15-17 June 2020. *Awarded the Claudio Ciborra Award for most innovative paper.*
7. Machiri, M. and Pade-Khene, C. (2020). Appropriating Digital Citizen Engagement in Resource Constrained Local Government Service Delivery: A Case Study in South Africa. *Proceedings from the 11th International Development Informatics Association (IDIA) Conference*. Macau. 25-27 March 2020.
8. Osah, J. and Pade-Khene, C. (2020). E-Government Strategy Formulation in Resource Constrained Local Government in South Africa. *Journal of Information Technology & Politics* <https://doi.org/10.1080/19331681.2020.1715907>.
9. Pade-Khene, C. (2018). Embedding knowledge transfer in digital citizen engagement in South Africa: Developing digital literacy. *Reading & Writing Journal*, Vol 9, 1, <https://doi.org/10.4102/rw.v9i1.193>
10. Osah, J., and Pade-Khene, C. (2018). Group Structural Elements in E-Government Strategy Formulation at Local Municipal Level in South Africa. *Transforming Government: People, Process, and Policy* Vol. 12 Issue: 1, pp.2-15, <https://doi.org/10.1108/TG-06-2017-0033>.
11. Mthoko, H., and Pade-Khene, C. (2017). Building Theory in ICT4D Evaluation: A Comprehensive approach to assessing Outcome and Impact. *Information Technology for Development*. DOI: 10.1080/02681102.2017.1315359.
12. Baduza, B., and Pade-Khene, C. (2017). A Needs-ICTD Strategy Alignment Framework Foundation for the Measurement of ICTD Impact: Three Case Studies in South Africa. *African Journal of Information Systems*. Vol, 9, 2.
13. Pade-Khene, C. (2015). Curriculum Development of an ICT4D Module in the South African Context. *Issues in Informing Science and Information Technology*, Vol 12: 111-140.
14. Pade-Khene, C. (2014). Supporting a Humanizing Pedagogy in the Supervision Relationship and Process: A Reflection in a Developing Country. *International Journal of Doctoral Studies*. Vol 9: 73-83.
15. Pade-Khene, C., Mallinson, B., and Sewry, D. (2011). Sustainable Rural ICT Project Management Practice for Developing Countries: Investigating the Dwesa and RUMEP Projects. Special issue on 'Information Technology Success Factors and Models in Developing and Emerging Economies'. *Journal of Information Technology for Development*. 17, 3: 187-212.

Reports

1. Khene, C., Siebörger, I., Simuja, C. (2020). MobiSAfAIDS Process Assessment Report. Compiled for the Transforming Lives Programme on: Adolescent Sexual Reproductive Health Rights.
2. Khene, C. (2022). MobiSAfAIDS Strategy Report 2021/22. Compiled for the Transforming Lives Programme on: Adolescent Sexual Reproductive Health Rights.
3. Khene, C., Thinyane, H., and Siebörger, I. (2016). MobiSAM Baseline Study Report. Compiled for the MobiSAM Project, Rhodes University.
4. Pade, C., Palmer, R., Kavhai, M., and Gumbo, S. (2009). The Siyakhula Living Lab Baseline Study Report. Compiled for the Siyakhula Living Lab, April 2009.

ACADEMIC PROFESSIONAL SERVICE & CONSULTANCY

Academic Professional Service

Editorial Board

Information Technology for Development Journal | Review Editor (2021 – cont.); The Electronic Journal of Information Systems in Developing Countries (2022 – cont.) | Senior Editor; South African Computer Journal (SACJ) | Information Systems subject editor (2018 - 2022)

Conference Leadership

Track Chair – 'ICT for Resilience and Sustainable Development' at the European Conference of Information Systems (ECIS) (2023); Track Chair – 'Digital Resilience in Adversity' at the IFIP 9.4 Conference (2022); Committee member of the African Writing Working at the European Conference on Information Systems (2020 – cont.); International Development Informatics Association (IDIA2020) Conference Programme co-chair (2019 – 2020); IDIA2018 Conference Committee Member (2016-2018) – Postgraduate Symposium Chair; South African Institute for Computer Scientists and Information Technologists (SAICSIT) (2013) Chair of the Masters and Doctoral Symposium.

Journal Reviewer

Journal of Information Technology; Journal of the Association of Information Systems; Information Systems Journal; Telematics and Informatics Journal; Information Development Journal; Information Technology for Development Journal; Information, Communication and Society Journal; Land Use Policy Journal; Government Information Quarterly Journal; Electronic Journal of Information Systems in Developing Countries (EJISDC); Journal of Public Administration and Policy Research; African Journal of Information Systems (AJIS); Electronic Journal of Information Systems Evaluation; Information Technologies and International Development (ITID) Journal; Journal for Communication Sciences in Southern Africa; International Journal of Rural Management; Information Technology and People; Computer Supported Cooperative Work.

Conference Reviewer

European Conference of Information Systems; International Development Informatics Association Conference (IDIA); IFIP Working Group 9.4 Social Implications of Computers in Developing; Americas Conference on Information Systems; International Conference on Information Management and Evaluation (ICIME); Southern Africa Telecommunication Networks and Applications Conference; International Conference on Information Systems Development (ISD); 19th IFIP Conference on e-Business, e-Services and e-Society Responsible design, implementation and use of information and communications technology.

External Consultancy/Leadership

Technology Review Committee Member for People Powered (2022-2023); Director of MobiSAM (2016 – cont.); Research Consultant on Digital Citizen Engagement (2018 – present); German Development Agency (GIZ) and SAfAIDS; Newsletter Co-Editor of IFIP Working Group 9.4. (2017); VulekaMali Open Budget Portal - Operations and Committee Member in collaboration with the National Treasury of South Africa (2016 – cont.); Reviewer Chair for the National Council for Higher Education (NCHE) in Namibia (2017); Reviewer for the National Research Foundation (NRF) in South Africa (2012 – present); Information Technology Specialist Group Member for NRF Rated Researcher Evaluations (2019-2021); Reference Group Member Water Research Commission (WRC) (2013 – 2014)

Professional Body Membership

Association of Information Systems; UK Academy of Information Systems; International Federation for Information Processing (IFIP) 9.4.; International Development Informatics Association (IDIA) – Executive Member