

REINVENTING GOVERNMENT IN THE INFORMATION AGE

International practice in
IT-enabled public sector reform



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Executive Director for Information Technology Policy

Reinventing Government In The Information Age

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Reinventing Government In The Information Age:

Reinventing Government in the Information Age Richard Heeks, 2002-01-10 Will information technology help reinvent government It might but only if it is correctly managed This book provides a new model for management of information age reform based on international case studies drawn from the US UK mainland Europe and developing countries It offers practical guidance and analytical insights and will be of value to practitioners students educators and researchers in both public administration and information systems

The Reinventor's Fieldbook David Osborne, Peter Plastrik, 2000-07-21 Presenting more than 70 tools The Reinventor's Fieldbook includes hundreds of practical lessons learned do's and don'ts steps to take and pitfalls to avoid in public management and governance Based on dozens of case studies from five countries it covers the waterfront of high performance public organizations including customer choice and customer service standards performance measurement and performance budgeting employee empowerment and labor management partnerships managed competition and asset privatization partnerships with communities culture change strategies and administrative system reform

Reinventing America's Schools David Osborne, 2017-09-05 From David Osborne the author of *Reinventing Government* a biting analysis of the failure of America's public schools and a comprehensive plan for revitalizing American education In *Reinventing America's Schools* David Osborne one of the world's foremost experts on public sector reform offers a comprehensive analysis of the charter school movements and presents a theory that will do for American schools what his New York Times bestseller *Reinventing Government* did for public governance in 1992 In 2005 when Hurricane Katrina devastated New Orleans the city got an unexpected opportunity to recreate their school system from scratch The state's Recovery School District RSD created to turn around failing schools gradually transformed all of its New Orleans schools into charter schools and the results are shaking the very foundations of American education Test scores school performance scores graduation and dropout rates ACT scores college going rates and independent studies all tell the same story the city's RSD schools have tripled their effectiveness in eight years Now other cities are following suit with state governments reinventing failing schools in Newark Camden Memphis Denver Indianapolis Cleveland and Oakland In this book Osborne uses compelling stories from cities like New Orleans and lays out the history and possible future of public education Ultimately he uses his extensive research to argue that in today's world we should treat every public school like a charter school and grant them autonomy accountability diversity of school designs and parental choice

Citizenville Gavin Newsom, 2013-02-07 *Citizenville* offers both an impassioned plea for more tech-enabled government and a tour d'horizon of the ways some governments have begun using technology to good effect a fast-paced and engaging read San Francisco Chronicle A rallying cry for revolutionizing democracy in the digital age *Citizenville* reveals how ordinary Americans can reshape their government for the better Gavin Newsom the lieutenant governor of California argues that today's government is stuck in the last century while in both the private sector and our personal lives absolutely everything else has changed The

explosion of social media the evolution of Internet commerce the ubiquity of smart phones that can access all the world's information in the face of these extraordinary advances our government appears increasingly irrelevant and out of touch Drawing on wide ranging interviews with thinkers and politicians Newsom's *Citizenville* shows how Americans can transform their government taking matters into their own hands to dissolve political gridlock even as they produce tangible changes in the real world When local Web designers wanted to prevent muggings in Chicago and Oakland they created innovative crime mapping tools using public police data When congressional representatives wanted citizens input on new legislation they used interactive blogging tools to invite public comments and changes When a town in Texas needed to drum up civic engagement officials invented a local digital currency to reward citizens for participating in government making small town politics suddenly as fun and addictive as online games such as Farmville Surveying the countless small advances made by ordinary Americans in reinventing government for the twenty first century Newsom unveils a path for American prosperity and democratic vitality Newsom explains how twenty first century problems are too big and too expensive for the government simply to buy solutions instead Americans must innovate their way out Just as the post office and the highway system provide public infrastructure to channel both personal and private enterprise a platform upon which citizens can grow so too could a modern digital government house the needs concerns information and collaboration of an enlightened digital citizenry A vision for better government that truly achieves the ancient goal of commonwealth and a triumphant call for individuals to reinvigorate the country with their own two hands *Citizenville* is a timely road map for restoring American prosperity and for reinventing citizenship in today's networked age

Implementing and Managing EGovernment Richard Heeks, 2006 The first textbook on information systems to specifically address public sector and government issues *Implementing and Managing eGovernment* offers a truly international perspective and coverage incorporating hundreds of case studies and case sketches

Digital Governance Michael E. Milakovich, 2021-09-27 The application of digital information and communication technologies ICTs to reform governmental structures and public service is widely and perhaps naively viewed as the 21st century savior the enlightened way to reinvigorate democracy reduce costs and improve the quality of public services This book examines the transition from e government to digital governance in light of the financial exigencies and political controversies facing many governments The chapters concentrate on strategies for public sector organizational transformation and policies for improved and measurable government performance in the current contentious political environment This fully updated second edition of *Digital Governance* provides strategies for public officials to apply advanced technologies manage remote workforces measure performance and improve service delivery in current crisis driven administrative and political environments The full implementation of advanced digital governance requires fundamental changes in the relationship between citizens and their governments using ICTs as catalysts for political as well as administrative communication This entails attitudinal and behavioral changes secure networks and less

dependence on formal bureaucratic structures covered in Part I of this book transformation of administrative educational and security systems to manage public services in a more citizen centric way covered in Part II the integration of advanced digital technologies with remote broadband wireless internet services Part III and the creation of new forms of global interactive citizenship and self governance covered in Part IV Author Michael E Milakovich offers recommendations for further improvement and civic actions to stimulate important instruments of governance and public administration This book is required reading for political science public administration and public policy courses as well as federal state and local government officials

Handbook of Public Information Systems, Second Edition Christopher M Shea, 2000-01-20 Written by more than 60 contributors who depict the remarkable transformation of the public management profession by computers this book presents the historical institutional legal organizational functional policy and theoretical background that constitutes IT literacy for public service The book describes the application of IT to training budgeting and policy simulation at the federal level and to community planning community telecommunications and welfare at the state level Providing a broad and timely overview of IT as it applies to the public sector the book collects critical knowledge and delivers insight into contemporary uses of IT in the public sphere

Governance in the Digital Age Brian Stafford, Dottie Schindlinger, 2019-04-16 A new edition of the 1 text in the human computer Interaction field This book seeks to chart the technology fueled changes taking place in the field of corporate governance and describes the impact these changes are having on boards and the enterprises they govern It also describes what the future could look like once companies truly embrace the power of technology to change governance Additionally this book will provide a set of suggested action steps for companies and their boards focused on ways they can leverage technology tools to enhance governance immediately Through a review of the latest governance research interviews with key thought leaders and case studies of enterprises that have embraced governance technology readers will be armed with new insights and approaches they can take to enhance the work of their boards and senior leaders to reach new levels of performance Explains how to use design and evaluation techniques for developing successful interactive technologies Demonstrates through many examples the cognitive social and affective issues that underpin the design of these technologies Provides thought provoking design dilemmas and interviews with expert designers and researchers Uses a strong pedagogical format to foster understanding and enjoyment An accompanying website contains extensive additional teaching and learning material including slides for each chapter comments on chapter activities and a number of in depth case studies written by researchers and designers

Digital Government Alexei Pavlichev, G. David Garson, 2004-01-01 About the implementation of electronic government applications and future developments in the field

The Price of Government David Osborne, Peter Hutchinson, 2009-04-29 Government is broke The 2004 federal deficit is the highest in U S history The states have suffered three years of record shortfalls Cities counties and school districts are laying off policemen and teachers closing schools and cutting services But the fiscal pain won't go

away and the bankrupt ideologies of left and right offer little guidance The Price of Government presents a radically different approach to budgeting one that focuses on buying results for citizens rather than cutting or adding to last year's spending programs It advocates consolidation competition customer choice and a relentless focus on results to save millions while improving public services Digital Government Miriam Lips, 2019-07-17 Digital Government Managing Public Sector Reform in the Digital Era presents a public management perspective on digital government and technology enabled change in the public sector It incorporates theoretical and empirical insights to provide students with a broader and deeper understanding of the complex and multidisciplinary nature of digital government initiatives impacts and implications The rise of digital government and its increasingly integral role in many government processes and activities including overseeing fundamental changes at various levels across government means that it is no longer perceived as just a technology issue In this book Miriam Lips provides students with practical approaches and perspectives to better understand digital government The text also explores emerging issues and barriers as well as strategies to more effectively manage digital government and technology enabled change in the public sector Digital Government is the ideal book for postgraduate students on courses in public administration public management public policy political science and international relations and e government It is also suitable for public service managers who are experiencing the impact of digital technology and data in the public sector

The Many Faces of Public Management Reform in the Asia-Pacific Region Clay Wescott, Bidhya Bowornwathana, L.R. Jones, 2009-12-09 During the past decade globalization and democratization have been the major forces that helped transform the structures functions and processes of Asian public sectors These issues were explored at a conference July 7-9 2008 in Bangkok Thailand This book presents some of the works contributed by participating scholars at the conference

E-Government Success Factors and Measures: Theories, Concepts, and Methodologies Gil-Garcia, J. Ramon, 2013-05-31 As governments around the world seek new and more effective methods of organizing their administrations electronic government plays an increasingly more important role in governmental success However due to hindrances in financial and communication resources these advantages are often overlooked E Government Success Factors and Measures Theories Concepts and Methodologies investigates successful e government initiatives in a modern technological environment exploring both benefits and challenges due to various technical organizational social and contextual factors The book provides academics and professionals with concepts theories and current research in the arena of e government enabling readers to develop a broader understanding of the measures inherent in successful e governments on a global scale This book is part of the Advances in Electronic Government Digital Divide and Regional Development series collection *Cyber Republic* George Zarkadakis, 2020-09-22 Science and tech expert George Zarkadakis presents an indispensable guide to making liberal democracies more inclusive and the digital economy more equitable in the coming Fourth Industrial Revolution Around the world liberal democracies are in crisis Citizens have lost faith in their government right wing

nationalist movements frame the political debate At the same time economic inequality is increasing dramatically digital technologies have created a new class of super rich entrepreneurs Automation threatens to transform the free economy into a zero sum game in which capital wins and labor loses But is this digital dystopia inevitable In *Cyber Republic* George Zarkadakis presents an alternative outlining a plan for using technology to make liberal democracies more inclusive and the digital economy more equitable *Cyber Republic* is no less than a guide for the coming Fourth Industrial Revolution

Comparative E-Government Christopher G. Reddick,2010-08-19 *Comparative E Government* examines the impact of information and communication technology ICT on governments throughout the world It focuses on the adoption of e government both by comparing different countries and by focusing on individual countries and the success and challenges that they have faced With 32 chapters from leading e government scholars and practitioners from around the world there is representation of developing and developed countries and their different stages of e government adoption Part I compares the adoption of e government in two or more countries The purpose of these chapters is to discern the development of e government by comparing different countries and their individual experiences Part II provides a more in depth focus on case studies of e government adoption in select countries Part III the last part of the book examines emerging innovations and technologies in the adoption of e government in different countries Some of the emerging technologies are the new social media movement the development of e participation interoperability and geographic information systems GIS

Electronic Government Maria A. Wimmer,2005-08-11 This book constitutes the refereed proceedings of the 4th International Conference on Electronic Government EGOV 2005 held in Copenhagen Denmark in August 2005 The 30 revised papers presented were carefully reviewed and selected from numerous submissions and assess the state of the art in e government e governance and provide guidance for research development and application of this emerging field The papers are arranged in topical sections on challenges performance strategy knowledge and technology

E-Services Adoption Mohammed Quaddus,Arch G. Woodside,2015-10-07 This book recognizes the uniqueness of the moment the number of new users of e services will double during 2015-2018 moving from 2 billion users mostly from developed nations to an additional 2 billion mostly from developing nations This radical embrace of new e service technologies will improve the quality of lives for residents globally

Open Development Matthew L. Smith,Katherine M. A. Reilly,2014-01-10 Experts explore current theory and practice in the application of digitally enabled open networked social models to international development The emergence of open networked models made possible by digital technology has the potential to transform international development Open network structures allow people to come together to share information organize and collaborate Open development harnesses this power to create new organizational forms and improve people's lives it is not only an agenda for research and practice but also a statement about how to approach international development In this volume experts explore a variety of applications of openness addressing challenges as well as opportunities Open development requires new

theoretical tools that focus on real world problems consider a variety of solutions and recognize the complexity of local contexts After exploring the new theoretical terrain the book describes a range of cases in which open models address such specific development issues as biotechnology research improving education and access to scholarly publications Contributors then examine tensions between open models and existing structures including struggles over privacy intellectual property and implementation Finally contributors offer broader conceptual perspectives considering processes of social construction knowledge management and the role of individual intent in the development and outcomes of social models Contributors Carla Bonina Ineke Buskens Leslie Chan Abdallah Daar Jeremy de Beer Mark Graham Eve Gray Anita Gurumurthy Havard Haarstad Blane Harvey Myra Khan Melissa Loudon Aaron K Martin Hassan Masum Chidi Oguamanam Katherine M A Reilly Ulrike Rivett Karl Schroeder Parminder Jeet Singh Matthew L Smith Marshall S Smith Copublished with the International Development Research Centre of Canada IDRC *E-Government Website Development: Future Trends and Strategic Models* Downey, Ed,Ekstrom, Carl D.,Jones, Matthew A.,2010-07-31 This book provides fundamental clues about the direction forward in electronic government needed to achieve even greater value from websites and assist the continuing transformation of governmental interaction with citizens Provided by publisher

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