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Sommario/riassunto	The authors of this incisive study explore the problems of the ongoing digitization of government, such as the creeping loss of data quality, and how citizens and officials must respond to these complications in the coming years. The iGovernment is running full speed on information networks and digitization, but it is also seriously out of step with existing bureaucracies. <i>iGovernment</i> offers an accurate picture of how the digital technologies are shaping modern governments, and also a powerful corrective for the dissonance

between technology and organizational management. 'This book will be a valuable resource for researchers and scholars seeking to understand the possibilities, dilemmas, and challenges of bringing the Internet and related technologies to center stage in government and public services'  
Helen Margetts, University of Oxford.

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